



Staging Environment User Guide Document

Telstra Wholesale DSL/LCR “Web Services Enablement”

Staging Environment User Guidelines

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How To Perform LOLIG Session Management
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DOCUMENT CONTROL SHEET

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Record of issues

Issue No	Issue Date	Nature of Amendment
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6.1.0.7	15/2/2006	Approved by Telstra Wholesale Removed scenario 5.2.2.20, which was a duplicate of 5.2.2.1 Removed section 5.2.3.11 – error scenarios for ExternalRelocateService:setNewAccountDetails Aligned error scenarios for NewServiceService.setNewAccountDetails, NewServiceService.setAccountCSN and ExternalRelocationService:setAccountCSN with Build Guide
6.1.0.8	27/2/2006	Corrected key of scenario in Product Catalogue Service from “:Credit Manage A Service” to “Credit Manage a Service”
6.1.0.9	28/2/2006	NewServiceService setNewAccountDetails – add new error test scenario for error 246 – date validation for entry of future date. Approved by TW.
6.1.0.10	16/3/2006	Section 5.2.2.20 NewServiceService setNewAccountDetails – removed test scenarios for error 227 and 245.

6.1.0.11	30/6/2006	Updated DSL-L3A and DSL-L3S scenarios to indicate that work type DSL-L3A VCA is now DSL-L3A and DSL-L3S VCA is now DSL-L3S. New DSL-L3A VCB, VCC & VCD and New DSL-L3S VCB, VCC & VCD Work Types are no longer valid. The VCB, VCC and VCD offerings can no longer be added to a service, but existing services with these offerings can be re-configured.
6.2.0.0	03/07/2006	R6.2.0 Added new scenarios for One Step. Removed redundant steps in section 5.2.2.2 NEW service with Appointment rescheduled.
6.2.0.1	03/08/2006	R6.2.0 Scenario 5.2.2.8 NEW Service and DSL / SSS – changed web service operation to setNewAccountDetails. Approved by TW.
6.2.0.2	04/09/2006	R6.2.0 Updated for enhanced service qualifications. Added descriptions for new operations – ServiceService:enhancedQualify and ServiceService:enhancedQualifyDelayed; added scenarios for the for these operations to show address based SQ; added scenarios to show the new Activity History notes which are output. Approved by TW.
9.1.0	05/03/2009	R9.1.0 Added error message display scenario for newService: setInplacePath SOAP error 126 in section 5.1.3.24.
9.1.1	06/03/2009	Added comment to scenario 5.1.2.1 Approved by TW.
9.1.2	20/03/2009	R9.1.0 SOAP error message 126 changed to 128 for Orphan record .

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Introduction

1.1 Purpose

The purpose of this document is to provide a guideline to aid Telstra Wholesale Customers in using the LinxOnline Interaction Gateway (LOLIG) Staging Environment to simulate interactions with LOLIG. This will occur prior to the actual implementation of the LOLIG web services. This environment provides a platform for Telstra Wholesale Customers to test the connectivity and interoperability of the business to business interface.

1.1 Scope

The scope for this User Guide is the LOLIG Staging Environment. Its scope is to deploy simulation software to enable Telstra Wholesale Customers to test the sending of a LOLIG web service request and receiving a response.

- The staging test transactions will exercise the LinxOnline Interaction Gateway (LOLIG) SOAP interfaces provided and will verify:
 - the authentication access process.
- correctness of XML request format.

The staging test transactions will not extend to testing:

- business processing logic
- web service sequence validation for the multi-step conversational web services
- response time-outs for the multi-step conversational web services
- the use of LOLO or any of its backend interfacing systems.

The staging test transactions will not act entirely like the real LOLIG business transactions because responses will be pre-determined. An entry in the request is used as the key for triggering the simulated response. For example in some test scenarios, the Customer Service Number is used as the simulation key. Therefore, including a particular Customer Service Number in the request will trigger a particular response.

A staging test transaction can be considered to be specific to a Telstra Wholesale Customer, as each simulated request will be based on the Telstra Wholesale Customer's authorised access to use the transaction through their ECS User Id. However, the response data will not make the transaction appear to belong to any particular Telstra Wholesale Customer.

For more details about LOLIG business transactions, see section 2 Overview of LinxOnline Interaction Gateway (LOLIG). Information about the required simulation key data and the test transactions is provided in later sections of this document.

This document may require changes as a result of things learnt about the interface during its initial development and from testing in the Staging Environment. It will be re-issued from time to time as it is aligned with the development of the interface.

2 Overview of LinxOnline Interaction Gateway (LOLIG)

The LOLIG interface will comprise of a number of Web Services to perform various functions. The following Web Services are accessed using a SOAP interface, described through a Web Services Description Language (WSDL) document:

Service Inventory Enquiry

Returns the products and settings associated with a particular Service Number.

Activity History Report

Returns Telstra Wholesale Customer Activity History records, for a specified 2-hour block, to give an indication of Request Item progress.

Request Item Management Request

This transaction will provide a Web Service mechanism to allow a request to be sent for the modification or withdrawal of an existing Request Item.

RequestService

RequestService: createDelayed

This transaction will provide a Web Service mechanism to allow Telstra Wholesale Customers to send a Work Request for the addition of products to existing services, configuration of existing products or removal of an existing service product.

In Delayed Mode, only the Telstra Reference Number (Request Number) / Request Item Id is returned after processing and the details of request processing can be subsequently obtained by querying the request using RequestService: enquire.

RequestService: create

This transaction will provide a Web Service to add products to existing services, configure existing products or remove existing products from a service.

In Immediate Mode, LOLIG will process the request immediately and return the results and/or errors as soon as processing has been completed.

RequestService: enquire

This transaction will provide a Web Service to enquire the Request details, all associated Request Items and associated Activities and Orders by Telstra Reference Number or the SP's Reference Number.

RequestService: listTransfers

This transaction will provide a Web Service to return DSL Transfer and Reversal report for transfer and reversal requests entered via LOLO and LOLIG and completed on the report date. Transfers will be reported as Transfer Gain or Transfer Loss and Reversal will be reported as Reversal.

RequestService: addRequestItem

This transaction will provide a Web Service that allows the ability to add a request item to a Multi Step request.

RequestService: cancelMultiStep

This transaction will provide a Web Service to remove a Multi Step Request, which has not been submitted, from the system. Only Requests created by the Telstra Wholesale Customer can be cancelled.

RequestService: createMultiStep

This transaction will provide a Web Service, which allows the creation of a Multi Step Request.

RequestService: deleteRequestItem

This transaction will provide a Web Service that will delete a Request Item from a Multi Step Request.

RequestService: enhancedEnquire

This transaction will provide a Web Service that returns the Request Items details and associated Activities and Orders. Only Requests Items created by the Telstra Wholesale Customer making the request will be returned. This web service operation is suitable for Multiple Request Items on the one request as it outputs all the various Customer Requested Dates and Appointments if applicable.

RequestService: RescheduleAppointment

This transaction will provide a Web Service to change previously booked appointment(s) to alternative appointments without changing the CRD. The output shows all appointments for the Request after the reschedule.

RequestService: ScheduleAppointment

This transaction will provide a Web Service to schedule appointments for the multi step Request.

RequestService: submitMultiStep

This transaction will provide a Web Service to submit Multi Step Requests for processing. Only Requests created by the Telstra Wholesale Customer can be submitted.

ServiceNumberService**ServiceNumberService: listAssociated**

This transaction will provide a Web Service to return all services associated to a service number. It can be used prior to a RequestService:create with worktype Configure Line Hunt to return all current services in a line hunt group.

ServiceNumberService: listAvailableForCSN

This transaction will provide a Web Service to return available service numbers that can be used for a change of service.

ServiceNumberService: reserve

This transaction will provide a Web Service to reserve a service number. It can be used after ServiceNumberService:listAvailableForCSN and prior to a RequestService:create with work type of Change of Service.

ServiceService

ServiceService: qualifyDelayed

This transaction will provide a Web Service to request Service Qualification (SQ) Assessment on a Service.

SQ is a pre-provisioning assessment process to ensure that the cable and exchange technologies of a Service are capable of supporting certain products (eg. DSL).

In Delayed Mode, only the Telstra Reference Number (Request Number) / Request Item Id is returned after processing and the details of request processing can be subsequently obtained by querying the request using RequestService:enquire.

ServiceService :qualify

This transaction will provide a Web Service to request SQ Assessment to be performed on a Service. It can be used prior to RequestService:create to ensure that a service is qualified for a product.

In Immediate Mode, LOLIG will process the request immediately and return the results and/or errors as soon as processing has been completed.

ServiceService : enhancedQualify

This transaction will provide a Web Service to request SQ Assessment to be performed. Assessment can be performed on a Service Number or Address basis. It can be used prior to **RequestService:create** to ensure that a service is qualified for a product.

LOLIG will process the request immediately and return the results and/or errors as soon as processing has been completed.

ServiceService : enhancedQualifyDelayed

This transaction will provide a Web Service to request Service Qualification (SQ) Assessment on a Service.

SQ is a pre-provisioning assessment process to ensure that the cable and exchange technologies of a Service are capable of supporting certain products (eg. DSL).

Only the Telstra Reference Number (Request Number) / Request Item Id is returned after processing and the details of request processing can be subsequently obtained by querying the request using **RequestService:enquire** or **RequestService:enhancedEnquire**

ServiceService: validate

This transaction will provide a Web Service to validate that the action of adding new products, configuring or removing existing products, is compatible with the products that currently exist on the Service. It can be used prior to RequestService:create to ensure that a service is compatible with the changes that will be requested.

RequestItemService

RequestItemService: enquire

This transaction will provide a Web Service to enquire the Request details, all associated Request Items and associated Activities and Orders by Request Item Number or Service Number

RequestItemService: enhancedEnquire

This transaction will provide a Web Service that only returns one Request Item detail and associated Activities and Order Items. Only Requests created by the Service Provider making the request will be returned.

ProductCatalogueService**ProductCatalogueService: enquire**

This transaction will provide a Web Service to return the current product catalogue filtered by user-defined filters.

NewServiceService**NewServiceService: cancelRequestItem**

This transaction will provide a Web Service to remove a Request Item, which is in the middle of its work flow. Only Request Items created by the Telstra Wholesale Customer can be cancelled.

NewServiceService: confirmInplacePathWarning

This transaction will confirm the warnings that are associated with the selected inplace service. (An inplace path warning would have been returned by NewService.setInplacePath).

NewServiceService: getCSNList

This transaction will provide a Web Service to return a list of available CSNs for a Multi Step Request.

NewServiceService: getInplaceList

This transaction will provide a Web Service to retrieve list of inplace services that are located at address.

NewServiceService: getOfferingCollection

This transaction will provide a Web Service that returns the initial offering inventory from the inplace and Service Template.

NewServiceService: setAccountCSN

This transaction will provide a Web Service to set the account details for the Request Item based upon an existing Customer Service Number.

NewServiceService: setFullAddress

This transaction will provide a Web Service to set the full site address for the Request Item.

NewServiceService: setInplacePath

This transaction will provide a Web Service to make a choice of inplace for the Request Item.

NewServiceService: setNewAccountDetails

This transaction will provide a Web Service to set the account details for creation of new Account for the Request Item.

NewServiceService: setOfferingCollection

This transaction will provide a Web Service that allows products to be added, changed and/or deleted from the initial offering inventory returned by NewService.getOfferingCollection.

NewServiceService: setServiceTemplate

This transaction will provide a Web Service to set the service template for the Request Item.

NewServiceService: setSiteConnectionDetails

This transaction will provide a Web Service to set the site connection details for the Request Item.

NewServiceService: setTargetCSN

This transaction will provide a Web Service that allows selection of a CSN to be utilised for this Request Item. If NewService.getCSNList returned an empty list and it is desired to continue without selecting a Target CSN, then NewService.setTargetCSN is called without populating the Target CSN.

ExternalRelocationService**ExternalRelocationService: allocateService**

This transaction will provide a Web Service to capture the original CSN to be cancelled as part of an External Relocation. A SOAP fault will be returned if there is a warning requiring confirmation about the Original CSN.

ExternalRelocationService: cancelRequestItem

This transaction will provide a Web Service to remove a Request Item, which is in the middle of its work flow. Only Request Items created by the Telstra Wholesale Customer can be cancelled.

ExternalRelocationService: confirmInplacePathWarning

This transaction will provide a Web Service to confirm the warnings associated with the inplace (warning would have been returned by ExternalRelocate.setInplacePath).

ExternalRelocationService: confirmServiceWarnings

This transaction will provide a Web Service that allows the ability to confirm warnings returned by ExternalRelocation.allocateService.

ExternalRelocationService: getCSNList

This transaction will provide a Web Service to return a list of available CSNs for a Multi Step Request.

ExternalRelocationService: getInplaceList

This transaction will provide a Web Service to retrieve a list of inplace services that are best matched against the address for the Request Item.

ExternalRelocationService: getOfferingCollection

This transaction will provide a Web Service to return the initial offering inventory.

ExternalRelocationService: setAccountCSN

This transaction will provide a Web Service to set the account details for the Request Item based upon an existing Customer Service Number.

ExternalRelocationService: setFullAddress

This transaction will provide a Web Service to set the full site address for the Request Item.

ExternalRelocationService: setInplacePath

This transaction will provide a Web Service to allow the choice of an inplace service best matched against the address for the Request Item.

ExternalRelocationService: setOfferingCollection

This transaction will provide a Web Service to allow products to be added, changed and/or deleted from the initial offering inventory returned by ExternalRelocation.getOfferingCollection.

ExternalRelocationService: setSiteConnectionDetails

This transaction will provide a Web Service to set the site connection details for the Request Item.

ExternalRelocationService: setTargetCSN

This transaction will provide a Web Service to allow the selection of a CSN to be utilised for this Request Item.

If ExternalRelocation.getCSNList returned an empty list and it is desired to continue without selecting a Target CSN, then ExternalRelocation.setTargetCSN is called without populating the Target CSN.

AddressService

AddressService: getLocalityPostcode

This transaction will provide a Web Service to find combinations of locality and postcode.

AddressService: searchByCSN

This transaction will provide a Web Service to find the addresses associated with the CSN.

AddressService: searchByFull

This transaction will provide a Web Service to find the addresses that best match the input full address.

AddressService: searchByPartial

This transaction will provide a Web Service to find the address ranges matching the input partial address.

ServiceTemplateService

ServiceTemplateService: getServiceTemplateList

This transaction will provide a Web Service to retrieve available Network Product Options for the Telstra Wholesale Customer.

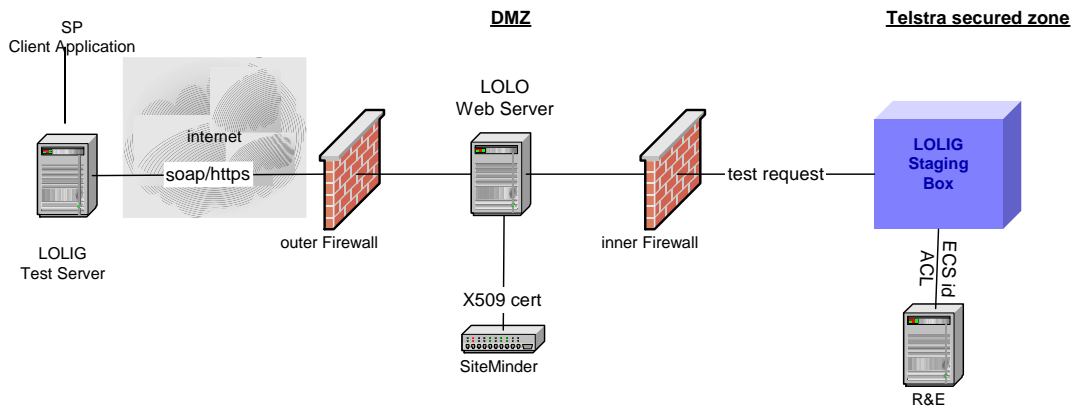


Figure 1 - Architecture Overview Diagram – LOLIG Staging Environment

3 Accessing the Staging Environment

The following is a list of minimum requirements for Client applications that will enable successful integration with the LOLIG interfaces:

- WS-I Basic Profile 1.0
With an exception to WS-I Basic Profile adherence as described in the Build Guide Document.
- XML 1.0
- SOAP 1.1
- HTTP 1.0 (1.1 preferred)
- Support for Secure Cookies
- Support for HTTP redirection
- SSL based connection authenticated via Server-side X509 Digital Certificates

3.1 Obtaining a Digital Certificate

The Telstra Wholesale Customer authorised officer, holding the primary Digital Certificate, will need to produce a secondary certificate to be used as the Client certificate for LOLIG Staging interfaces. You will need to ensure that this secondary certificate has a corresponding LOLO User Profile that tags the ECS Id.

To determine the ECS Id of your Digital Certificate,

1. Open a copy of Internet Explorer.
2. Click on **Tools - Internet Options**
3. Click on the **Content** tab, and then press the **Certificates** button.
4. Select your Digital Certificate (issued by Telstra Online CA) from the Pick list. Click on **View**.
5. Select the **Details** tab.

6. Select the Field titled "Subject" in the Field/Value Pick list. The Textbox below this Pick list will then display the ECS ID details for the certificate (these details can be copy/pasted by highlighting them and using CTRL-C CTRL-V).

7. Click **OK**. Click **Close**.

Details of this secondary certificate will need to be passed to the LOLIG Support Mailbox - LOLIG.Support@team.telstra.com to complete the registration process. This Digital Certificate will be associated with the specific LOLIG roles and functions that will operate in the Staging Environment.

3.2 Connecting to the Staging Environment

Use the following URLs to connect to the Staging Web Services.

1. Service Inventory Enquiry

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ServiceInventoryService>

2. Activity History Report

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ActivityHistoryService>

3. Request Item Management Request

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/RequestItemManagementService>

4. RequestService

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/RequestService>

5. ServiceNumberService

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ServiceNumberService>

6. ServiceService

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ServiceService>

7. RequestItemService

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/RequestItemService>

8. ProductCatalogueService

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ProductCatalogueService>

9. NewServiceService

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/NewServiceService>

10. ExternalRelocateService

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ExternalRelocationService>

11. AddressService

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/AddressService>

12. ServiceTemplateService

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ServiceTemplateService>

3.3 Constraints on Transaction Volumes

The LinxOnline Interaction Gateway (LOLIG) Staging Environment will be available for testing during the hours of 0900 – 1900 AEST Monday to Friday (excluding Public Holidays), where AEST means Australian Eastern Summer Time or Australian Eastern Standard Time, whichever is applicable.

A Client application's continued use of the LOLIG Staging environment is conditional upon its reasonable use of this environment. Reasonable use in this context is defined as

- Transaction volumes within normal expectation for this interface as defined in the Design Guide Document.
- Transactions to test the LOLIG interface in the way intended by the Staging Environment and as defined in this document.

Use of the LOLIG Staging environment deemed to be prejudicial to the above conditions will result in access to the Staging Environment being reviewed.

3.4 Expected Performance Limits

- LOLIG staging environment performance will not be indicative of the performance in production.
- There will be an impact on performance if the authentication process is required frequently for each test.

For optimal performance, the HTTP session between the Client application and the LOLIG Staging Environment should be perpetuated.

4 Transaction Description - WSDL Specification Schema

The following URLs point to the WSDL, XML-based specification schema, from the LOLIG Staging Environment. A valid Digital Certificate is required to access these links.

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ServiceInventoryService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ActivityHistoryService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/RequestItemManagementService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/RequestService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/RequestItemService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ServiceService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ServiceNumberService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ProductCatalogueService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/NewServiceService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ExternalRelocationService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/AddressService?wsdl>

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/services/ServiceTemplateService?wsdl>

5 Test Scenario Planning

To allow Telstra Wholesale Customers to perform connectivity testing, the LOLIG Staging environment provides certain "canned" (simulated) test scenarios. Each of these test scenarios provide pre-determined responses triggered by the content of certain fields (simulation keys) in the request message.

The simulation key required for the available tests and the predetermined responses provided are contained in the following test data file.

<https://shopfront3.telstra.com.au/LOLOSTGBb2b/stagedata/StagingData.xml>

(Note: A valid Digital Certificate is required to access this link).

This data file can be read as follows:

- The first element in a test data file XML structure is the start of a predetermined response. Its name indicates the LOLIG web service being tested and the simulation key equals what needs to be included in the request in order to get this response.

For example `<ServiceInventory key="0296741234" error="false">` shows this is the start of a test of the LOLIG Service Inventory Enquiry web service and the simulation key that will produce the results that follow.

- The body of the XML structure within the section contains the predetermined response data for that test. For example:

```
<ServiceInventory key="0296741234" error="false">
  <ServiceDetail>
    <fnn>0296741234</fnn>
    <custContactName>John Smith</custContactName>
    <address>
      <streetNbr>34</streetNbr>
      <streetName>Collins</streetName>
      <streetType>ST</streetType>
      <locality>Flemington</locality>
      <postcode>3031</postcode>
    </address>
  </ServiceDetail>
</ServiceInventory>
```

The simulation key can be either Customer Service Number, Address Locality, Telstra Reference Number (Request Number), Request Item Id or Report Date depending on the transaction and the response being simulated within that transaction.

When sending a request with simulation keys, it is important to ensure that valid data is entered. When a LOLIG request is sent with a simulation key specifically designated for a response scenario, a predetermined response will be provided as long as the authorisation and XML structure error conditions (001 and 002) are satisfied. Otherwise the response will be an XML validation error and not the predetermined response. The predetermined response will only contain the same data as in the request if the data was matched to the predetermined response when input.

Upon enrolment into staging each Telstra Wholesale Customer will be allocated to one of the Customer profiles deployed in staging. These profiles will not represent any particular customers, but rather will have names like "Service Provider A". The xml file depicting the test cases is segmented according to these Customer profiles. The digital certificate will be used to identify to which Customer profile you are associated.

Please note -

Given the scope of the staging test transactions, the content of the predetermined responses given in the example data file may not be as accurate or complete as would be expected from the production version of the LOLIG web services. However, they will provide a reasonable representation of the expected production output.

For further information on the test data file described in this section, see section 0 Indication of Available Test Scenarios.

Test Error Handling

There is an XML structure that provides the simulated response for error processing. The following is an example of this XML structure:

```
<ServiceInventory key="0298880015" error="true">
  <errornumber>015</errornumber>
  <errormessage>Error in translating product details</errormessage>
</ServiceInventory>
```

Once again, the element name indicates the LOLIG Web Service being tested and the key equals the simulation key required to be input for this test.

All the different ways, in which transaction processing can fail, will not be demonstrated with the predetermined responses. They will only show specific error messages for each LOLIG Web Service.

The following errors will actually be tested in this environment. That is, when a LOLIG request is sent, depending upon who sends the request or what is provided in the request, it will be possible to get the following error responses:

- Error Code – 001

Error Message - "Digital Certificate not authorised for this transaction."

The Digital Certificate for the Telstra Wholesale Customer's Client application has not been validated for the use of a particular LOLIG Web service.

- Error Code – 002

Error Message - "Invalid XML structure supplied in transaction."

The LOLIG Web service will be unable to process the incoming XML request if mandatory data items are missing or if they do not adhere to validation rules within the XML.

Every request sent will be validated for these error conditions. These messages will result, if appropriate conditions apply, even if the request being sent is one used for a simulated response.

All the other error responses will be provided as simulated responses. That is, when a LOLIG request is sent with a simulation key, a predetermined response will be provided as long as error conditions 001 and 002 above are satisfied.

The full list of error conditions are defined in the Build Guide Document.

If a request is sent and does not generate error 001 or 002 but does not have data in any simulation key to obtain a simulated response, the following response will be sent no matter what other data has been sent in the request:

Error Code 999 Error message "No data for this search".

Indication of Available Test Scenarios

LOLIG supports two types of web services. One type being "Standalone Business Transactions" and the other type is " Multi-step Conversational Business Transactions". For a detailed explanation regarding the two types of web services, please refer to the LOLO Design Guide and the Build Guide. Available test scenarios in this section are divided into standalone and multi-step. The following tables relate the simulation keys to the simulated test scenario responses provided for each Web Service in the staging environment.

Note: The information in this section is provided as a guide to assist your Test Planning. Whilst this information is correct at the time of publishing this document, test scenarios may change as they are enhanced over time. Please reference the test data file for the complete suite of available test scenarios. The URL of the test data file is provided in section 5 Test Scenario Planning.

5.1.1 Standalone Business Transactions

AddressService

Simulation Key	Test Scenarios
CSN = 0398021234 (Op=searchByCSN)	Will return a list of addresses. This is a web service which can be performed as a stand alone, or as part of scenario 5.2.2.1 Standard New Service.
CSN = 0398021235 (Op=searchByCSN)	Will return a list of addresses. This is a web service that can be performed as a stand alone, or as part of scenario 5.2.2.8 Standard EREL Service.
CSN=0399680001 (Op=searchByCSN)	Error 001 – Digital Certificate not authorised for this transaction.
CSN=0399680002 (Op=searchByCSN)	Error 002 – Invalid XML structure supplied in transaction.
CSN=0399680012 (Op=searchByCSN)	Error 012 – Error in processing request.
CSN=0399680025 (Op=searchByCSN)	Error 025 – An internal system error has occurred in the LOLIG Web Service.
locality = GEMBROOK (op=getLocalityPostcode)	Will return a list of valid locality/postcode combinations. This is a web service which can be performed as a stand alone, or as part of scenario 5.2.2.1 Standard New Service.
locality = GRANTVILLE (op=getLocalityPostcode)	Will return a list of valid locality/postcode combinations. This is a web service, which can be performed as a stand alone, or as part of scenario 5.2.2.8 Standard EREL Service.
locality=BERWICK (op=getLocalityPostcode)	Error 001 – Digital Certificate not authorised for this transaction.

Simulation Key	Test Scenarios
locality=HAMPTON (op=getLocalityPostcode)	Error 002 - Invalid XML structure supplied in transaction.
locality=SPRINGVALE (op=getLocalityPostcode)	Error 012 - Error in processing request.
locality=CAULFIELD (op=getLocalityPostcode)	Error 025 - An internal system error has occurred in the LOLIG Web Service.
locality = SYNDAL (op=searchByPartial)	This web service will return a list of addresses. This is a web service which can be performed as a stand alone, or as part of scenario 5.2.2.1. Standard New Service.
locality = MT WAVERLEY (op=searchByPartial)	This web service will return a list of addresses. This is a web service which can be performed as a stand alone, or as part of scenario 5.2.2.8. Standard EREL Service.
locality=BERWICK (op=searchByPartial)	Error 001 - Digital Certificate not authorised for this transaction.
locality=HAMPTON (op=searchByPartial)	Error 002 - Invalid XML structure supplied in transaction.
locality=SPRINGVALE (op=searchByPartial)	Error 012 - Error in processing request.
locality=CAULFIELD (op=searchByPartial)	Error 106 - Address Range not match
locality = FOOTSCRAY (op=searchByFull)	This web service will return a list of addresses. This is a web service which can be performed as a stand alone, or as part of scenario 5.2.2.1 Standard NEW Service.
locality = GLEN HUNTLEY (op=searchByFull)	This web service will return a list of addresses. This is a web service which can be performed as a stand alone, or as part of scenario 5.2.2.8 Standard EREL Service.
locality=BERWICK (op=searchByFull)	Error 001 - Digital Certificate not authorised for this transaction.
locality=HAMPTON (op=searchByFull)	Error 002 - Invalid XML structure supplied in transaction.
locality=SPRINGVALE (op=searchByFull)	Error 012 - Error in processing request.
locality=CAULFIELD (op=searchByFull)	Error 103 - No localities or postcodes found
locality=BRIGHTON (op=searchByFull)	Error 105 - Address not found in Telstra systems

Service Inventory Enquiry

Simulation Key	Test Scenarios
FNN = 0296741234	Enquire by Customer Service Number for products where the Wholesale Customer does not own the service.
FNN = 0296745678	Enquire by Customer Service Number for products where the Wholesale Customer owns the service.
FNN = 0296746789	Enquire by Customer Service Number for products where the Wholesale Customer owns the DSL product but a different Telstra Wholesale Customer owns the service.
FNN = 0296745555	Enquire by Customer Service Number for products where the Wholesale Customer owns the service (legal lessee) and the Spectrum Sharing DSL product.
FNN = 0296746666	Enquire by Customer Service Number for products where the Wholesale Customer owns an L3-Asymmetrical DSL product.
FNN = 0296747777	Enquire by Customer Service Number for products where the Wholesale Customer owns an L3-Symmetrical DSL product.

FNN = 0296749999	Enquire by Customer Service Number where all output fields are populated with their maximum values.
FNN = 0298880001	Error code 001 - Digital Certificate not authorised for this transaction.
FNN = 0298880002	Error code 002 - Invalid XML structure supplied in transaction.
FNN = 0298880013	Error code 013 - Supplied CSN was not found.
FNN = 0298880014	Error code 014 - Error in retrieving service details.
FNN = 0298880015	Error code 015 - Error in translating product details.

Activity History Report

Simulation Key	Test Scenarios
Report Date = 2003-10-01	Returns a report with Request, Request Item, Order Item details, all optional fields, and an Order Item status set.
Report Date = 2003-10-21	Returns a report with activities for multiple Requests including Request Item and Order Item details and showing various Order Item status settings.
Report Date = 2003-10-06	Returns a report with a Request but no Request Item or Order Item details.
Report Date = 2004-10-10	Returns a report with Request and Request Item details but no Order Item details. Low Level Fail with Limiting Factor information.
Report Date = 2003-10-20	Returns a report within the last 30 days in the past. This includes Activity details relating to Service Qualification processing.
Report Date = 2003-10-08	All output fields are populated with their maximum values.
Report Date = 2003-10-02	Error code 001 - Digital Certificate not authorised for this transaction.
Report Date = 2003-10-04	Error code 002 - Invalid XML structure supplied in transaction.
Report Date = 2003-10-05	Error code 023 - Invalid Report Date supplied in transaction
Report Date = 2003-10-07	Error code 024 - Invalid Timeslot supplied in transaction
Report Date = 2003-10-15	Error code 025 - An internal system error has occurred in the LOLIG Web Service

Request Item Management Request

Simulation Key	Test Scenarios
Request Item Id = 8428534	A request to Modify a Request Item has been submitted for processing and a message of Modification Under Assessment is returned.
Request Item Id = 1234570	A request to Withdraw a Request Item has been submitted for processing and a message of Withdrawal Under Assessment is returned.
Request Item Id = 12345001	Error code 001 - Digital Certificate not authorised for this transaction.
Request Item Id = 12345002	Error code 002 - Invalid XML structure supplied in transaction.
Request Item Id = 12345012	Error code 012 - Error in processing request.
Request Item Id = 12345025	Error code 025 - An internal system error has occurred in the LOLIG Web Service.
Request Item Id = 12345030	Error code 030 – Invalid Request Item Id supplied in transaction.
Request Item Id = 12345031	Error code 031 - Request Item has invalid status for modification or withdrawal.
Request Item Id = 12345032	Error code 032 - Request Item is part of a bulk Request.
Request Item Id = 12345033	Error code 033 - Request Item is not for a Work Type that can be modified or withdrawn.
Request Item Id = 12345034	Error code 034 - Request Item is already being withdrawn.

Request Item Id = 12345035	Error code 035 - Invalid connection or disconnection date supplied.
Request Item Id = 12345036	Error code 036 - User not authorised to update Work Type associated with Request Item.
Request Item Id = 12345037	Error code 037 - User not authorised for Work Type associated with Request Item.

RequestService

Simulation Key	Test Scenarios
CSN = 0399631234 (op = create)	Transfer DSL to DSL-L3S
CSN = 0269991234 (op = create)	Cancel DSL L2
CSN = 0397891234 (op = create)	Create DSL-L3S
CSN = 0397701234 (op = create)	Create New DSL L2BG by CSN
CSN = 0397897654 (op = create)	Configuration change from DSL-L3A VCB to DSL-L3A
CSN = 0397893212 (op = create)	Configure Spectrum Sharing – with cable details activity
CSN = 0359771234 (op = create)	Configure DSL-L2BG Premium Asym
CSN = 0298076649 (op = create)	Cancel voice service with redirection to valid number
CSN = 0298075549 (op = create)	Cancel voice service with redirection (TBA)
CSN = 0298074449 (op = create)	Change of service number with redirection to valid number
CSN = 0297964449 (op = create)	Attempt to Change destination service number of a fixed term redirection
CSN = 0298072249 (op = create)	Cancel voice service with Associated Service Activity
CSN = 0798070049 (op = create)	Credit Manage voice service for reconnection of a Temporary Disconnection with Priority Assist Activity
CSN = 0798079948 (op = create)	Credit Manage voice service for Barring of STD & IDD
CSN = 0798078848 (op = create)	Request Temporary Disconnect of Voice Service
CSN = 0798077748 (op = create)	Request Reconnection of Temporarily Disconnected Voice Service
CSN = 0798071149 (op = create)	Cancel voice service with Prime Service Activity
CSN = 0369991234 (op = create)	Transfer DSL to L2 or L3
CSN = 0369992468 (op = create)	Transfer DSL to Big Pond
CSN = 0368882468 (op = create)	Transfer DSL to Visp in a Box
CSN = 0379992468 (op = create)	Reversal Transfer to BigPond
CSN = 0376662468 (op = create)	Reversal Transfer to DSL-L2
CSN = 0388631234 (op = create)	Configure Service directory Details
CSN = 0888631234 (op = create)	Configure Service - change Network Access

Simulation Key	Test Scenarios
CSN = 0322630000 (op = create)	Configure Service - Silent. Caller Id
CSN = 0311631235 (op = create)	Convert Service
CSN = 0311639999 (op = create)	Convert Service from Business to Residential
CSN = 0311638888 (op = create)	Convert Service from Residential Faxstream
CSN = 0300631235 (op = create)	Configure Line Hunt Group – multiple Items
CSN = 0322631235 (op = create)	Change a Service Number (Add silent line - malicious calls)
CSN = 0311031235 (op = create)	Change a Service Number (Add silent line - number redirection)
CSN = 0359778765 (op = create)	Order CPE (Customer Premises Equipment)
CSN = 0359775687 (op = create)	Return CPE (Customer Premises Equipment) by Legal Lessee
CSN = 0359760987 (op = create)	Program Equipment
CSN = 0359750987 (op = create)	Request a Quote
CSN = 0749954121 (op = create)	Migrate to L2 or L3 or SSS – corresponds to Migrate to L2 or L3 or SSS in the LOLO Online Training Module
CSN = 0395795325 (op = create)	Reverse DSL Transfer - corresponds to Reversal DSL Transfer in the LOLO Online Training Module
CSN = 0295238648 (op = create)	Transfer to DSL L2 or L3 or SSS - corresponds to Transfer to L2 or L3 or SSS in the LOLO Online Training Module
CSN = 0345218945 (op = create)	Transfer to L2 or L3 or SSS- corresponds to Transfer to L2 in the LOLO Online Training Module.
CSN = 0298745612 (op = create)	Transfer to vISP in-a box
CSN = 0398880001 (op = create)	Error code 001 - Digital Certificate not authorised for this transaction.
CSN = 0398880002 (op = create)	Error code 002 - Invalid XML structure supplied in transaction.
CSN = 0398880093 (op = create)	Error code 003 (for Multiple Items) - Unsupported Work Type supplied in transaction for Item 12345678.
CSN = 0398880094 (op = create)	Error code 004 (for Multiple Items) - Inactive or invalid Work Type supplied in transaction for Item 12345678.
CSN = 0398880095 (op = create)	Error code 005 (for Multiple Items) - Unauthorised Work Type supplied in transaction for Item 12345678.
CSN = 0398880096 (op = create)	Error code 006 (for Multiple Items) - User not authorised for Work Type supplied in transaction for Item 12345678.
CSN = 0398880008 (op = create)	Error code 008 - Invalid CSN supplied in transaction.
CSN = 0398880910 (op = create)	Error code 010 (for Multiple Items) - Invalid products and/or product actions requested in transaction for Item 12345678.
CSN = 0398880911 (op = create)	Error code 011 (for Multiple Items) - Invalid or incomplete Product Offering Settings <Product Offering> description <SettingName> and / or <SettingValue> in transaction for Item 12345678
CSN = 0398880012 (op = create)	Error code 012 - Error in processing request

Simulation Key	Test Scenarios
CSN = 0398880025 (op = create)	Error code 025- An internal system error has occurred in the LOLIG Web Service.
CSN = 0398880026 (op = create)	Error code 026 – Unsupported Activity Description supplied in transaction.
CSN = 0398880052 (op = create)	Error code 052 – Maximum number of Request Items per Request exceeded.
CSN = 0398880053 (op = create)	Error code 053 Supplied Other SP Name not found.
Work Type Description = New WBDSL Service (op = create)	Create a new WBDSL Service
Work Type Description = Configure WBDSL Service (op = create)	Configure an existing WBDSL Service - Modify Access Speed
Work Type Description = New ATM (op = create)	Create a new ATM Service
Work Type Description = New Wholesale ATM (op = create)	Create a New Wholesale ATM service
Work Type Description = New SHDSL (op = create)	Create a new SHDSL service
Work Type Description = New PVC/P Connection (op = create)	Create a new PVC/P Connection
Work Type Description = New DAR (op = create)	Create a new DAR Service
Work Type Description = Configure DAR (op = create)	Configure a DAR Service
Work Type Description = New WTX 163 (op = create)	Create a new Wholesale Transmission 163 service
Work Type Description = New Frame Relay (op = create)	Create a new Frame Relay service
Work Type Description = New PAPL (op = create)	Create a new PAPL service
Work Type Description = New ISDN30 (op = create)	Create a new ISDN30 service
Work Type Description = New Voicelink (op = create)	Create a new Voicelink service
Work Type Description = New DDS Fastway (op = create)	Create a new DDS Fastway service
Work Type Description = Configure Wholesale ATM (op = create)	Configure Wholesale ATM
Work Type Description = New CustomNet Spectrum (op = create)	Create a new CustomNet Spectrum

Simulation Key	Test Scenarios
Work Type Description = New ISDN2 Standard (op = create)	Create a New ISDN2 Standard
CSN = 0386051231 (op = createDelayed)	Telstra Ref #, SP ref & Request Item Id returned in Delayed Mode for Create
CSN = 0386051232 (op = createDelayed)	Telstra Ref #, SP ref & Request Item Id returned in Delayed Mode for Create
CSN = 0386051233 (op = createDelayed)	Telstra Ref # & Request Item Id returned in Delayed Mode for Create
CSN = 0386051234 (op = createDelayed)	Telstra Ref # & Request Item Id returned in Delayed Mode for Create
CSN = 0386051235 (op = createDelayed)	Telstra Ref # & Request Item Id returned in Delayed Mode for Create
CSN = 0398880001 (op = createDelayed)	Error code 001 - Digital Certificate not authorised for this transaction.
CSN = 0398880002 (op = createDelayed)	Error code 002 - Invalid XML structure supplied in transaction.
CSN = 0398880093 (op = createDelayed)	Error code 003 (for Multiple Items) - Unsupported Work Type supplied in transaction for Item 12345678.
CSN = 0398880094 (op = createDelayed)	Error code 004 (for Multiple Items) - Inactive or invalid Work Type supplied in transaction for Item 12345678.
CSN = 0398880095 (op = createDelayed)	Error code 005 (for Multiple Items) - Unauthorised Work Type supplied in transaction for Item 12345678.
CSN = 0398880096 (op = createDelayed)	Error code 006 (for Multiple Items) - User not authorised for Work Type supplied in transaction for Item 12345678.
CSN = 0398880008 (op = createDelayed)	Error code 008 - Invalid CSN supplied in transaction.
CSN = 0398880910 (op = createDelayed)	Error code 010 (for Multiple Items) - Invalid products and/or product actions requested in transaction for Item 12345678.
CSN = 0398880911 (op = createDelayed)	Error code 011 (for Multiple Items) - Invalid or incomplete Product Offering Settings <Product Offering> description <SettingName> and / or <SettingValue> for Item 12345678
CSN = 0398880012 (op = createDelayed)	Error code 012 - Error in processing request.
CSN = 0398880025 (op = createDelayed)	Error code 025- An internal system error has occurred in the LOLIG Web Service.
CSN = 0398880026 (op = createDelayed)	Error code 026 – Unsupported Activity Description supplied in transaction.
CSN = 0398880052 (op = create)	Error code 052 – Maximum number of Request Items per Request exceeded.
CSN = 0398880053 (op = create)	Error code 053 Supplied Other SP Name not found.
SP Ref # = 10873692 (Op = enquire)	Request by SP Reference Number
TIs Ref # = 10884692 (Op = enquire)	Request by Telstra Reference Number multiple request Items
TIs Ref # = 99884692 (Op = enquire)	Further Request by Telstra Reference Number multiple request Items
TIs Ref # =0398880001 (op = enquire)	Error code 001 - Digital Certificate not authorised for this transaction.
TIs Ref # =0398880002 (op = enquire)	Error code 002 - Invalid XML structure supplied in transaction.
TIs Ref # = 0398880012 (op = enquire)	Error code 012 - Error in processing request.
TIs Ref # =0398880016 (op = enquire)	Error code 016 - More than one search criteria has been supplied.

Simulation Key	Test Scenarios
TIs Ref # =0398880018 (op = enquire)	Error code 018 - Supplied Telstra Reference has invalid format.
TIs Ref # =0398880019 (op = enquire)	Error code 019 - Supplied Telstra Reference Nbr not found.
TIs Ref # =0398880022 (op = enquire)	Error code 022 - Request does not belong to SP.
TIs Ref # =0398880025 (op = enquire)	Error code 025- An internal system error has occurred in the LOLIG Web Service.
TIs Ref # =0398880038 (op = enquire)	Error code 038 - Supplied SP Reference Number not found.
Date = 2004-07-12 (op = listTransfers)	Report of DSL Loss & Gain via Transfer & Reversal
Date = 2004-07-01 (op = listTransfers)	Error code 001 - Digital Certificate not authorised for this transaction.
Date = 2004-07-02 (op = listTransfers)	Error code 002 - Invalid XML structure supplied in transaction.
Date = 2004-07-23 (op = listTransfers)	Error code 023 - Invalid Report Date supplied in transaction.
Date = 2004-07-25 (op = listTransfers)	Error code 025- An internal system error has occurred in the LOLIG Web Service.
Telstra Ref # = 12345682 (op = enhancedEnquire)	Will return the Request details, all associated Request Items and associated activities and orders.
Telstra Ref # = 12345683 (op = enhancedEnquire)	Unsuccessful SQ Assessment for a DSL-L2 Address based assessment request results in a Fail. – including limiting factors information.
RequestItemID=11000001 (op = enhancedEnquire)	Error 001 - Digital Certificate not authorised for this transaction.
RequestItemID=11000002 (op = enhancedEnquire)	Error 002 - Invalid XML structure supplied in transaction.
RequestItemID=11000012 (op = enhancedEnquire)	Error 012 - Error in processing request.
RequestItemID=11000022 (op = enhancedEnquire)	Error 022 – Request does not belong to SP
RequestItemID=11000044 (op = enhancedEnquire)	Error 044 – Invalid search criteria supplied
RequestItemID=11000055 (op = enhancedEnquire)	Error 055 – Required field not provided for ServiceProviderRef

*The RequestService web service also has additional test case scenarios in the section 5.2.2 Multi-Step Conversational Business Transactions.

ServiceNumberService

Simulation Key	Test Scenarios
CSN = 0884038800 (op = listAvailableForCSN)	Return 10 available numbers
CSN = 0884039900 (op = listAvailableForCSN)	Return maximum of 50 available numbers
CSN = 0398880001 (op = listAvailableForCSN)	Error code 001 - Digital Certificate not authorised for this transaction.
CSN = 0398880002 (op = listAvailableForCSN)	Error code 002 - Invalid XML structure supplied in transaction.
CSN = 0398880008 (op = listAvailableForCSN)	Error code 008 - Invalid CSN supplied in transaction.
CSN = 0398880013 (op = listAvailableForCSN)	Error code 013 - Supplied CSN was not found

Simulation Key	Test Scenarios
CSN = 0398880025 (op = listAvailableForCSN)	Error code 025- An internal system error has occurred in the LOLIG Web Service.
CSN = 0398880042 (op = listAvailableForCSN)	Error code 042 - No CSN available.
CSN = 0398880043 (op = listAvailableForCSN)	Error code 043 - Error in retrieving available service number(s).
CSN = 0398880044 (op = listAvailableForCSN)	Error code 044 - Invalid search criteria supplied.
CSN = 0884039909 (op = reserve)	Successfully Reserve a number. Input Action = 'R'
CSN = 0884039989 (op = reserve)	Number reservation is unsuccessful. Input Action = 'R'
CSN = 0884039979 (op = reserve)	Successfully UnReserve a number. Input Action = 'U'
CSN = 0884039969 (op = reserve)	Number Unreservation is unsuccessful. Input Action = 'U'
CSN = 0398880001 (op = reserve)	Error code 001 - Digital Certificate not authorised for this transaction.
CSN = 0398880002 (op = reserve)	Error code 002 - Invalid XML structure supplied in transaction.
CSN = 0398880008 (op = reserve)	Error code 008- Invalid CSN supplied in transaction.
CSN = 0398880001 (op = reserve)	Error code 001 - Digital Certificate not authorised for this transaction.
CSN = 0398880002 (op = reserve)	Error code 002 - Invalid XML structure supplied in transaction.
CSN = 0398880008 (op = reserve)	Error code 008- Invalid CSN supplied in transaction.
CSN = 0398880025 (op = reserve)	Error code 025- An internal system error has occurred in the LOLIG Web Service.
CSN = 0398880048 (op = reserve)	Error code 048 - Invalid Action supplied for CSN.
CSN = 0398880049 (op = reserve)	Error code 049 - Error in Reserving/Unreserving Service Number.
CSN = 0398880050 (op = reserve)	Error code 050 - Error in Reserving Service Number.
CSN = 0398880051 (op = reserve)	Error code 051 - Error in Unreserving Service Number.
CSN = 0883647000 (op = listAssociated)	Request a maximum List of 5 associated Services. 1 Prime, 1 associated (key) returned. These are only associated services so more available flag is 'false'
CSN = 0883646000 (op = listAssociated)	Request a maximum List of 5 associated Services. 1 Prime (key), 4 associated returned. However, AXIS has more than 5 but less than 100 associations so more available flag is 'true'
CSN = 0883648000 (op = listAssociated)	Request a maximum List of 10 associated Services. 1 Prime, 9 associated returned. More than 100 exist in AXIS so flag returned is 'true'
CSN = 0983756000 (op = listAssociated)	Request a maximum List of 8 associated Services. 1 Prime, 4 associated returned. Some services are not owned by requesting SP
CSN = 0398880001 (op = listAssociated)	Error code 001 - Digital Certificate not authorised for this transaction.
CSN = 0398880002 (op = listAssociated)	Error code 002 - Invalid XML structure supplied in transaction.
CSN = 0398880008 (op = listAssociated)	Error code 008- Invalid CSN supplied in transaction.

Simulation Key	Test Scenarios
CSN = 0398880013 (op = listAssociated)	Error code 013 - Supplied CSN was not found
CSN = 0398880025 (op = listAssociated)	Error code 025- An internal system error has occurred in the LOLIG Web Service.
CSN = 0398880040 (op = listAssociated)	Error code 040 - No related service(s) found.
CSN = 0398880041 (op = listAssociated)	Error code 041 - Error in retrieving service relationship details.

ServiceService

Simulation Key	Test Scenarios
CSN = 0399631111 (op = qualifyDelayed)	Telstra Ref #, SP ref & Request Item Id returned in Delayed Mode for Service Qual
CSN = 0399631112 (op = qualifyDelayed)	Telstra Ref #, SP ref & Request Item Id returned in Delayed Mode for Service Qual
CSN = 0399631113 (op = qualifyDelayed)	Telstra Ref #, SP ref & Request Item Id returned in Delayed Mode for Service Qual
CSN = 0399631114 (op = qualifyDelayed)	Telstra Ref #, SP ref & Request Item Id returned in Delayed Mode for Service Qual
CSN = 0398880001 (op = qualifyDelayed)	Error code 001- Digital Certificate not authorised for this transaction.
CSN = 0398880002 (op = qualifyDelayed)	Error code 002- Invalid XML structure supplied in transaction.
CSN = 0398880003 (op = qualifyDelayed)	Error code 003 - Unsupported Work Type supplied in transaction.
CSN = 0398880004 (op = qualifyDelayed)	Error code 004 - Inactive or invalid Work Type supplied in transaction.
CSN = 0398880005 (op = qualifyDelayed)	Error code 005- Unauthorised Work Type supplied in transaction.
CSN = 0398880006 (op = qualifyDelayed)	Error code 006- User not authorised for Work Type supplied in transaction.
CSN = 0398880008 (op = qualifyDelayed)	Error code 008- Invalid CSN supplied in transaction.
CSN = 0398880010 (op = qualifyDelayed)	Error code 010- Invalid products and/or product actions requested in transaction.
CSN = 0398880012 (op = qualifyDelayed)	Error code 012- Error in processing request.
CSN = 0398880025 (op = qualifyDelayed)	Error code 025- An internal system error has occurred in the LOLIG Web Service.
CSN = 0296755008 (op = qualify)	Assessment for a Spectrum sharing product request results in a Pass.
CSN = 0399631111 (op = qualify)	Successful SQ Assessment successful for DSL-L2
CSN = 0399632222 (op = qualify)	SQ Assessment returning an SQ result of Pass and Product Compatibility Check result of Incompatible.
CSN = 0398880001 (op = qualify)	Error code 001 - Digital Certificate not authorised for this transaction.
CSN = 0398880002 (op = qualify)	Error code 002 - Invalid XML structure supplied in transaction.
CSN = 0398880003 (op = qualify)	Error code 003 - Unsupported Work Type supplied in transaction.
CSN = 0398880004 (op = qualify)	Error code 004 - Inactive or invalid Work Type supplied in transaction.

Simulation Key	Test Scenarios
CSN = 0398880005 (op = qualify)	Error code 005 - Unauthorised Work Type supplied in transaction.
CSN = 0398880006 (op = qualify)	Error code 006 - User not authorised for Work Type supplied in transaction.
CSN = 0398880008 (op = qualify)	Error code 008 - Invalid CSN supplied in transaction.
CSN = 0398880010 (op = qualify)	Error code 010 - Invalid products and/or product actions requested in transaction.
CSN = 0398880012 (op = qualify)	Error code 012 - Error in processing request.
CSN = 0398880025 (op = qualify)	Error code 025 - An internal system error has occurred in the LOLIG Web Service.
StreetNumber=770 StreetName=Collins StreetType=St Locality=Melbourne Postcode=3000 (op = enhancedQualify)	SQ Assessment for a Spectrum Sharing Address based assessment request results in a Pass.
StreetNumber=771 StreetName=Collins StreetType=St Locality=Melbourne Postcode=3000 (op = enhancedQualify)	Successful SQ Assessment for a DSL-L2 address based request results in a Pass.
StreetNumber=772 StreetName=Collins StreetType=St Locality=Melbourne Postcode=3000 (op = enhancedQualify)	Unsuccessful SQ Assessment for a DSL-L2 address based request results in a Fail.
StreetNumber=773 StreetName=Collins StreetType=St Locality=Melbourne Postcode=3000 (op = enhancedQualify)	Unsuccessful SQ Assessment for a DSL-L2 address based request results in a SQ-System Error.
StreetName=Collins StreetType=St Locality=Melbourne (op = enhancedQualify)	Error code 002 - Invalid XML structure supplied in transaction- Postcode missing for address based enhanced Service Qualify.
CSN = 0296755772 (op = enhancedQualify)	Unsuccessful SQ Assessment for a DSL-L2 CSN based assessment request results in a Fail. – including limiting factors information.
CSN = 0296755773 (op = enhancedQualify)	Unsuccessful SQ Assessment for a DSL-L2 CSN based assessment request results in a SQ Manual Assessment - Resubmit. . – including limiting factors information.
CSN = 0399631666 (op = enhancedQualifyDelayed)	Telstra Ref #, SP ref & Request Item Id returned in Delayed Mode for CSN based Service Qualification
CSN = 0396660056 StreetNumber=774 StreetName=Collins StreetType=St Locality=Melbourne Postcode=3000 (op = enhancedQualifyDelayed)	Error code 056 - Provide a value for one of the required fields <field list>.

Simulation Key	Test Scenarios
StreetNumber=775 StreetName=Collins StreetType=St Locality=Melbourne Postcode=3000 (op = enhancedQualifyDelayed)	Telstra Ref #, SP ref & Request Item Id returned in Delayed Mode for Address based Service Qualification
CSN = 0354438988 (op = validate)	Service Validate for DSL-L2BG
CSN = 0365548988 (op = validate)	Service Validate for NA000 with MSGBNK
CSN = 0376658988 (op = validate)	Validate for addition of Calling Number Display
CSN = 0374448988 (op = validate)	Validate for addition of Network Access of NA0 and configuration of PSTS Line Type from Residential to Business
CSN = 0398880001 (op = validate)	Error code 001 - Digital Certificate not authorised for this transaction.
CSN = 0398880002 (op = validate)	Error code 002 - Invalid XML structure supplied in transaction.
CSN = 0398880008 (op = validate)	Error code 008 - Invalid CSN supplied in transaction.
CSN = 0398880010 (op = validate)	Error code 010 - Invalid products and/or product actions requested in transaction.
CSN = 0398880011 (op = validate)	Error Code 011 - Invalid or incomplete Product Offering Settings <Product Offering> [description<SettingName> and / or <SettingValue>.
CSN = 0398880012 (op = validate)	Error code 012 - Error in processing request.
CSN = 0398880025 (op = validate)	Error code 025 - An internal system error has occurred in the LOLIG Web Service.
CSN = 0398880045 (op = validate)	Error code 045 - Invalid product supplied in transaction.
CSN = 0398880046 (op = validate)	Error code 046 - Invalid product actions supplied in transaction.
CSN = 0398880047 (op = validate)	Error code 047 - Service not owned.

RequestItemService

Simulation Key	Test Scenarios
CSN = 0393261576 (op = enquire)	Request Item Service
CSN = 0838667701 (op = enquire)	Request Item Status of 'Completed'
CSN = 0838667702 (op = enquire)	Request Item Status of Withdraw Under Assessment
CSN = 0838667703 (op = enquire)	Request Item Status of Unable to Process'
CSN = 0838667704 (op = enquire)	Request Item Status of Withdraw
CSN = 0838667705 (op = enquire)	'Request Item Status of Waiting Customer Response
CSN = 0838667707 (op = enquire)	Request Item Status of On Hold
CSN = 0838667708	Request Item Status of Unable to Complete

Simulation Key	Test Scenarios
(op = enquire)	
CSN = 0838667709 (op = enquire)	Request Item Status of In Progress
CSN = 0838667710 (op = enquire)	Request Item Status of Delayed
Request ItemID = 12000001 (op = enquire)	Request Item Status of Completed
Request ItemID = 12000002 (op = enquire)	Request Item Status of Withdraw Under Assessment
Request ItemID = 12000003 (op = enquire)	Request Item Status of Unable to Process
Request ItemID = 12000004 (op = enquire)	Request Item Status of Withdrawn
Request ItemID = 12000005 (op = enquire)	Request Item Status of Waiting Customer Response
Request ItemID = 12000006 (op = enquire)	Request Item Status of On Hold
Request ItemID = 12000007 (op = enquire)	Request Item Status of Unable to Complete
Request ItemID = 12000008 (op = enquire)	Request Item Status of In Progress
Request ItemID = 12000009 (op = enquire)	Request Item Status of Delayed
CSN = 0398880001 (op = enquire)	Error code 001 - Digital Certificate not authorised for this transaction.
CSN = 0398880002 (op = enquire)	Error code 002 - Invalid XML structure supplied in transaction.
CSN = 0398880012 (op = enquire)	Error code 012 - Error in processing request.
CSN = 0398880013 (op = enquire)	Error code 013 - Supplied CSN was not found
CSN = 0398880016 (op = enquire)	Error code 016 - More than one search criteria has been supplied.
CSN = 0398880020 (op = enquire)	Error code 020 - Supplied Request Item Id not found.
CSN = 0398880021 (op = enquire)	Error code 021 - Supplied CSN has no requests in LOLO.
CSN = 0398880022 (op = enquire)	Error code 022 - Request does not belong to SP.
CSN = 0398880025 (op = enquire)	Error code 025 - An internal system error has occurred in the LOLIG Web Service.
Request Item ID = 10000004 (op = enhancedEnquire)	Request Item containing the request detail, Request Item detail and associated activities and orders.
Request ItemID = 13000001 (op = enhancedEnquire)	Request Item Status of Completed
Request ItemID = 13000002 (op = enhancedEnquire)	Request Item Status of Withdraw Under Assessment
Request ItemID = 13000003 (op = enhancedEnquire)	Request Item Status of Unable to Process
Request ItemID = 13000004 (op = enhancedEnquire)	Request Item Status of Withdraw
Request ItemID = 13000005 (op = enhancedEnquire)	Request Item Status of Waiting Customer Response
Request ItemID = 13000006 (op = enhancedEnquire)	Request Item Status of On Hold
Request ItemID = 13000007 (op = enhancedEnquire)	Request Item Status of Unable to Complete

Simulation Key	Test Scenarios
RequestItemID = 13000008 (op = enhancedEnquire)	Request Item Status of In Progress
RequestItemID = 13000009 (op = enhancedEnquire)	Request Item Status of Delayed
RequestItemID=11000001 (op = enhancedEnquire)	Error 001 - Digital Certificate not authorised for this transaction.
RequestItemID=11000002 (op = enhancedEnquire)	Error 002 - Invalid XML structure supplied in transaction.
RequestItemID=11000008 (op = enhancedEnquire)	Error 008 – Invalid CSN supplied in transaction
RequestItemID=11000012 (op = enhancedEnquire)	Error 012 - Error in processing request.

*The requestItemService web service also has additional test case scenarios in the section 5.2.2 Multi-Step Conversational Business Transactions.

ProductCatalogueService

Simulation Key	Test Scenarios
Work Type = New DSL-L3A Activity = False (op = enquire)	Request a list of products associated with a NEW DSL-L3A
Work Type = Cancel DSL Activity = False (op = enquire)	Request a list of products associated with Cancelling of DSL
Work Type = Transfer DSL to L2 or L3 Activity = False (op = enquire)	Request a list of products associated with transferring of DSL-L2 product
Work Type = Configure Line Hunt Activity = False (op = enquire)	Request a list of products associated with Configuration of Line Hunt Group
Work Type = Credit Manage a Service Activity = False (op = enquire)	Request a list of products associated with Credit Management of a Service
Product = DSL-L2BG Activity = False (op = enquire)	Error code 001 - Digital Certificate not authorised for this transaction.
Product = DSL-L2 Activity = False (op = enquire)	Error code 002 - Invalid XML structure supplied in transaction.
Product = DSL-L3A Activity = False (op = enquire)	Error code 012- Error in processing request
Product = DSL-L3S Activity = False (op = enquire)	Error code 025 - An internal system error has occurred in the LOLIG Web Service.
Product = SSS Activity = False (op = enquire)	Error code 039 - No data found for supplied filter combination

Simulation Key	Test Scenarios
Work Type = Transfer Activity = False (op = enquire)	Error code 054 - Invalid Filter supplied in transaction.
Work Type Category = DSL Work Type = Configure DSL Product Type = DSL Product = DSL – L3S VCB Activity = True (op = enquire)	Request a list of settings associated with Configuring a DSL – L3S VCB product. Request a list of activity descriptions that may be input in a Request Create.

ServiceTemplateService

Simulation Key	Test Scenarios
key = N/A (op= getServiceTemplateList)	The web service should be run without any input. It will return a list of network product options relevant to the requesting Service Provider. This is a web service which can be performed as a stand alone, or as part of scenario 5.2.2.1. Standard New Service.

5.1.2 Multi-step Conversational Business Transactions Test Scenarios

5.1.2.1 Standard NEW service - corresponds to the New Single Line Service 1 in the LOLO Online Training Module

Create a New Service at an address that has at least one existing service. The service will be added to an existing account of the requesting customer.

Note: For NewService.getInplaceList, this scenario will also return records with an <infrastructureType> of ULL.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0738121253
Request.addRequestItem	Telstra Reference Number = 990002
NewService.setServiceTemplate	Request Item ID = 154032
Address.searchByCSN	FNN = 0738121253
NewService.setFullAddress	Request Item ID = 154032
NewService.getInplaceList	Request Item ID = 154032
NewService.setInplacePath	Request Item ID = 154032
NewService.setSiteConnectionDetails	Request Item ID = 154032
NewService.getCSNList	Request Item ID = 154032
NewService.setTargetCSN	Request Item ID = 154032
NewService.getOfferingCollection	Request Item ID = 154032
NewService.setOfferingCollection	Request Item ID = 154032
NewService.setAccountCSN	Request Item ID = 154032
Request.ScheduleAppointment	Telstra Reference Number = 990002
Request.submitMultiStep	Telstra Reference Number = 990002

5.1.2.2 NEW service with Appointment re-scheduled

Create a New Service at an address that has at least one existing service. The service will be added to an existing account of the requesting customer. The original appointment details will be re-scheduled prior to submitting this request item.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0388638002
Request.addRequestItem	Telstra Reference Number = 12345679
NewService.setServiceTemplate	Request Item ID = 10000002
NewService.setFullAddress	Request Item ID = 10000002
NewService.getInplaceList	Request Item ID = 10000002
NewService.setInplacePath	Request Item ID = 10000002
NewService.setSiteConnectionDetails	Request Item ID = 10000002
NewService.getCSNList	Request Item ID = 10000002
NewService.setTargetCSN	Request Item ID = 10000002
NewService.getOfferingCollection	Request Item ID = 10000002
NewService.setOfferingCollection	Request Item ID = 10000002
NewService.setAccountCSN	Request Item ID = 10000002
Request.ScheduleAppointment	Telstra Reference Number = 12345679
Request.RescheduleAppointment	Telstra Reference Number = 12345679
Request.submitMultiStep	Telstra Reference Number = 12345679

5.1.2.3 New Service with New Account Details

Create a New Service at an address that has at least one existing service. The service will be added to a New account. The request will be manually provisioned.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0388638003
Request.addRequestItem	Telstra Reference Number = 12345680
NewService.setServiceTemplate	Request Item ID = 10000003
NewService.setFullAddress	Request Item ID = 10000003
NewService.getInplaceList	Request Item ID = 10000003
NewService.setInplacePath	Request Item ID = 10000003
NewService.setSiteConnectionDetails	Request Item ID = 10000003
NewService.getCSNList	Request Item ID = 10000003
NewService.setTargetCSN	Request Item ID = 10000003
NewService.getOfferingCollection	Request Item ID = 10000003
NewService.setOfferingCollection	Request Item ID = 10000003
NewService.setNewAccountDetails	Request Item ID = 10000003
Request.ScheduleAppointment	Telstra Reference Number = 12345680
Request.submitMultiStep	Telstra Reference Number = 12345680

5.1.2.4 New Service with Inplace selection CDMA warning

Create a New Service at an address that has at least one existing service. The inplace, which is selected, is a CDMA service and it will present a CDMA warning. The warning will be confirmed and the service will be added to an existing account of the requesting customer.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0388638004
Request.addRequestItem	Telstra Reference Number = 12345681
NewService.setServiceTemplate	Request Item ID = 10000004
NewService.setFullAddress	Request Item ID = 10000004
NewService.getInplaceList	Request Item ID = 10000004
NewService.setInplacePath	Request Item ID = 10000004
NewService.confirmInplacePathWarning	Request Item ID = 10000004
NewService.setSiteConnectionDetails	Request Item ID = 10000004
NewService.getCSNList	Request Item ID = 10000004
NewService.setTargetCSN	Request Item ID = 10000004
NewService.getOfferingCollection	Request Item ID = 10000004
NewService.setOfferingCollection	Request Item ID = 10000004
NewService.setAccountCSN	Request Item ID = 10000004
Request.ScheduleAppointment	Telstra Reference Number = 12345681
Request.submitMultiStep	Telstra Reference Number = 12345681

5.1.2.5 New Service with Inplace selection ISDN warning

Create a New Service at an address that has at least one existing service. The inplace, which is selected, is an ISDN service and it will present an ISDN warning. The warning will be confirmed and the service will be added to an existing account of the requesting customer.

The request will be manually provisioned.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0388638005
Request.addRequestItem	Telstra Reference Number = 12345682
NewService.setServiceTemplate	Request Item ID = 10000005
NewService.setFullAddress	Request Item ID = 10000005
NewService.getInplaceList	Request Item ID = 10000005
NewService.setInplacePath	Request Item ID = 10000005
NewService.confirmInplacePathWarning	Request Item ID = 10000005
NewService.setSiteConnectionDetails	Request Item ID = 10000005
NewService.getCSNList	Request Item ID = 10000005
NewService.setTargetCSN	Request Item ID = 10000005
NewService.getOfferingCollection	Request Item ID = 10000005
NewService.setOfferingCollection	Request Item ID = 10000005
NewService.setAccountCSN	Request Item ID = 10000005
Request.ScheduleAppointment	Telstra Reference Number = 12345682
Request.submitMultiStep	Telstra Reference Number = 12345682

5.1.2.6 New Service with Inplace selection JITNEP warning

Create a New Service at an address that has at least one existing service. The inplace, which is selected, is considered a JITNEP service and it will present a JITNEP warning. The warning will be confirmed and the service will be added to an existing account of the requesting customer.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0388638006
Request.addRequestItem	Telstra Reference Number = 12345683
NewService.setServiceTemplate	Request Item ID = 10000006
NewService.setFullAddress	Request Item ID = 10000006
NewService.getInplaceList	Request Item ID = 10000006
NewService.setInplacePath	Request Item ID = 10000006
NewService.confirmInplacePathWarning	Request Item ID = 10000006
NewService.setSiteConnectionDetails	Request Item ID = 10000006
NewService.getCSNList	Request Item ID = 10000006
NewService.setTargetCSN	Request Item ID = 10000006
NewService.getOfferingCollection	Request Item ID = 10000006
NewService.setOfferingCollection	Request Item ID = 10000006
NewService.setAccountCSN	Request Item ID = 10000006
Request.ScheduleAppointment	Telstra Reference Number = 12345683
Request.submitMultiStep	Telstra Reference Number = 12345683

5.1.2.7 New Virtual Service - corresponds to New Multiple Number Service in the LOLO Online Training Module

Create a New Virtual Service. The service will be added to an existing account of the requesting customer. The request will be manually provisioned.

Web Service.Operation	Simulation Key
Request.createMultiStep	Customer Contact Phone = 0733711463
Request.addRequestItem	Telstra Reference Number = 990004
NewService.setServiceTemplate	Request Item ID = 154046
NewService.getOfferingCollection	Request Item ID = 154046
NewService.setOfferingCollection	Request Item ID = 154046
NewService.setAccountCSN	Request Item ID = 154046
Request.ScheduleAppointment	Telstra Reference Number = 990004
Request.submitMultiStep	Telstra Reference Number = 990004

5.1.2.8 NEW Service and DSL / SSS - corresponds to s105 in the LOLO Online Training Module

Create a New Service, using an address search, and adding Spectrum Sharing as the product for this service.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0738611225
Request.addRequestItem	Telstra Reference Number = 9900105
NewService.setServiceTemplate	Request Item ID = 13456787
NewService.setFullAddress	Request Item ID = 13456787
NewService.getInplaceList	Request Item ID = 13456787
NewService.setInplacePath	Request Item ID = 13456787
NewService.setSiteConnectionDetails	Request Item ID = 13456787

Web Service.Operation	Simulation Key
NewService.getCSNList	Request Item ID = 13456787
NewService.setTargetCSN	Request Item ID = 13456787
NewService.getOfferingCollection	Request Item ID = 13456787
NewService.setOfferingCollection	Request Item ID = 13456787
NewService.setNewAccountDetails	Request Item ID = 13456787
Request.ScheduleAppointment	Telstra Reference Number = 9900105
Request.submitMultiStep	Telstra Reference Number = 9900105

5.1.2.9 Standard External Relocation (EREL) service - corresponds to External Relocation 2 in the LOLO Online Training Module

Perform an external relocation (EREL) on a residential service. The EREL will be moved to an existing inplace service which is found by searching on an address

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0882642345
Request.addRequestItem	Telstra Reference Number = 990011
ExternalRelocation.allocateService	Request Item ID = 154186
Address.searchByPartial	Locality = HENLEY BEACH
Address.searchByFull	Locality = HENLEY BEACH
ExternalRelocation.setFullAddress	Request Item ID = 154186
ExternalRelocation.getInplaceList	Request Item ID = 154186
ExternalRelocation.setInplacePath	Request Item ID = 154186
ExternalRelocation.setSiteConnectionDetails	Request Item ID = 154186
ExternalRelocation.getCSNList	Request Item ID = 154186
ExternalRelocation.setTargetCSN	Request Item ID = 154186
ExternalRelocation.getOfferingCollection	Request Item ID = 154186
ExternalRelocation.setOfferingCollection	Request Item ID = 154186
ExternalRelocation.setAccountCSN	Request Item ID = 154186
Request.ScheduleAppointment	Telstra Reference Number = 990011
Request.submitMultiStep	Telstra Reference Number = 990011

5.1.2.10 Standard External Relocation (EREL) service - corresponds to External Relocation 1 in the LOLO Online Training Module

Perform an external relocation (EREL) on a residential service. The EREL will be moved to an existing inplace service which is found by searching on a Customer Service Number.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0883795236
Request.addRequestItem	Telstra Reference Number = 990010
ExternalRelocation.allocateService	Request Item ID = 154167
Address.searchByCSN	FNN = 0883782576
ExternalRelocation.setFullAddress	Request Item ID = 154167
ExternalRelocation.getInplaceList	Request Item ID = 154167
ExternalRelocation.setInplacePath	Request Item ID = 154167
ExternalRelocation.setSiteConnectionDetails	Request Item ID = 154167
ExternalRelocation.getCSNList	Request Item ID = 154167
ExternalRelocation.setTargetCSN	Request Item ID = 154167
ExternalRelocation.getOfferingCollection	Request Item ID = 154167
ExternalRelocation.setOfferingCollection	Request Item ID = 154167
ExternalRelocation.setAccountCSN	Request Item ID = 154167
Request.ScheduleAppointment	Telstra Reference Number = 990010
Request.submitMultiStep	Telstra Reference Number = 990010

5.1.2.11 External Relocation (EREL) service with warnings confirmed

Perform an external relocation (EREL) on a residential service. The EREL will be moved to an existing inplace service. A warning occurring in the Allocate Service is confirmed.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0388638009
Request.addRequestItem	Telstra Reference Number = 12345686
ExternalRelocation.allocateService	Request Item ID = 10000009
ExternalRelocation.confirmServiceWarnings	Request Item ID = 10000009
ExternalRelocation.setFullAddress	Request Item ID = 10000009
ExternalRelocation.getInplaceList	Request Item ID = 10000009
ExternalRelocation.setInplacePath	Request Item ID = 10000009
ExternalRelocation.setSiteConnectionDetails	Request Item ID = 10000009
ExternalRelocation.getCSNList	Request Item ID = 10000009
ExternalRelocation.setTargetCSN	Request Item ID = 10000009
ExternalRelocation.getOfferingCollection	Request Item ID = 10000009
ExternalRelocation.setOfferingCollection	Request Item ID = 10000009
ExternalRelocation.setAccountCSN	Request Item ID = 10000009
Request.ScheduleAppointment	Telstra Reference Number = 12345686
Request.submitMultiStep	Telstra Reference Number = 12345686

5.1.2.12 EREL to New Line

Perform an external relocation (EREL) on a residential service. The EREL will be moved to a new line.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0388638010
Request.addRequestItem	Telstra Reference Number = 12345687
ExternalRelocation.allocateService	Request Item ID = 10000010
ExternalRelocation.setFullAddress	Request Item ID = 10000010
ExternalRelocation.getInplaceList	Request Item ID = 10000010
ExternalRelocation.setInplacePath	Request Item ID = 10000010
ExternalRelocation.setSiteConnectionDetails	Request Item ID = 10000010
ExternalRelocation.getCSNList	Request Item ID = 10000010
ExternalRelocation.setTargetCSN	Request Item ID = 10000010
ExternalRelocation.getOfferingCollection	Request Item ID = 10000010
ExternalRelocation.setOfferingCollection	Request Item ID = 10000010
ExternalRelocation.setAccountCSN	Request Item ID = 10000010
Request.ScheduleAppointment	Telstra Reference Number = 12345687
Request.submitMultiStep	Telstra Reference Number = 12345687

5.1.2.13 EREL with TW Assessment requested

Perform an external relocation (EREL) on a residential service. No inplace service selection will be performed, instead the TW assessment option will be chosen. The request will be manually provisioned.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0388638011
Request.addRequestItem	Telstra Reference Number = 12345688
ExternalRelocation.allocateService	Request Item ID = 10000011
ExternalRelocation.setFullAddress	Request Item ID = 10000011
ExternalRelocation.getInplaceList	Request Item ID = 10000011
ExternalRelocation.setInplacePat	Request Item ID = 10000011
ExternalRelocation.setSiteConnectionDetails	Request Item ID = 10000011
ExternalRelocation.getCSNList	Request Item ID = 10000011
ExternalRelocation.setTargetCSN	Request Item ID = 10000011
ExternalRelocation.getOfferingCollection	Request Item ID = 10000011
ExternalRelocation.setOfferingCollection	Request Item ID = 10000011
ExternalRelocation.setAccountCSN	Request Item ID = 10000011
Request.ScheduleAppointment	Telstra Reference Number = 12345688
Request.submitMultiStep	Telstra Reference Number = 12345688

5.1.2.14 External Relocation (EREL) service and DSL - corresponds to scenario s106 in the LOLO Online Training Module

Perform an external relocation (EREL) on a service with the intention of retaining the DSL-L2 product previously on the service. An inplace number will be used to locate the service at the new address.

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0362548909
Request.addRequestItem	Telstra Reference Number = 9900106
ExternalRelocation.allocateService	Request Item ID = 1334456
Address.searchByCSN	FNN = 0362548909
ExternalRelocation.setFullAddress	Request Item ID = 1334456
ExternalRelocation.getInplaceList	Request Item ID = 1334456
ExternalRelocation.setInplacePath	Request Item ID = 1334456
ExternalRelocation.setSiteConnectionDetails	Request Item ID = 1334456
ExternalRelocation.getCSNList	Request Item ID = 1334456
ExternalRelocation.setTargetCSN	Request Item ID = 1334456
ExternalRelocation.getOfferingCollection	Request Item ID = 1334456
ExternalRelocation.setOfferingCollection	Request Item ID = 1334456
ExternalRelocation.setAccountCSN	Request Item ID = 1334456
Request.ScheduleAppointment	Telstra Reference Number = 9900106
Request.submitMultiStep	Telstra Reference Number = 9900106

5.1.2.15 Cancel Request

A request can be cancelled at any point prior to submission
(Request.submitMultiStep)

Web Service.Operation	Simulation Key
Request.cancelMultiStep	Telstra Reference Number = 12345689

5.1.2.16 Cancel Request Item in progress

A request item in progress can be cancelled at any point prior to the completion of the Account details. After this point the request item should be deleted or the whole request cancelled.

Web Service.Operation	Simulation Key
NewService.cancelRequestItem	Request Item ID = 10000001
ExternalRelocation.cancelRequestItem	Request Item ID = 10000008

5.1.2.17 Delete Request Item

Once Account details have been completed, a request item may be deleted.

Web Service.Operation	Simulation Key
Request.deleteRequestItem	Request Item ID = 10000009

5.1.2.18 Create a Multi request item (Scenario 1)

This scenario will illustrate the creation of a multiple request-item request, with a single service location appointment being created.

The request will contain two request items to add new services. The first part of the scenario is to create a new service at an address that has at least one existing service. The service will be added to an existing account of the requesting customer. Part two of the scenario is to then add another request item to the original request. The second request item is to add another new service at the same address. The service will be added to an existing account of the requesting customer. As the Customer Requested Date for both Service Location appointments is the same, only one Service Location appointment is created.

Request Item 1

Web Service.Operation	Simulation Key
Request.createMultiStep	FNN = 0388638012
Request.addRequestItem	Telstra Reference Number = 12345689
NewService.setServiceTemplate	Request Item ID = 10000012
NewService.setFullAddress	Request Item ID = 10000012
NewService.getInplaceList	Request Item ID = 10000012
NewService.setInplacePath	Request Item ID = 10000012
NewService.setSiteConnectionDetails	Request Item ID = 10000012
NewService.getCSNList	Request Item ID = 10000012
NewService.setTargetCSN	Request Item ID = 10000012
NewService.getOfferingCollection	Request Item ID = 10000012
NewService.setOfferingCollection	Request Item ID = 10000012
NewService.setAccountCSN	Request Item ID = 10000012

Request Item 2

Web Service.Operation	Simulation Key
Request.addRequestItem	Telstra Reference Number = 12345690
NewService.setServiceTemplate	Request Item ID = 10000013
NewService.setFullAddress	Request Item ID = 10000013
NewService.getInplaceList	Request Item ID = 10000013
NewService.setInplacePath	Request Item ID = 10000013
NewService.setSiteConnectionDetails	Request Item ID = 10000013
NewService.getCSNList	Request Item ID = 10000013
NewService.setTargetCSN	Request Item ID = 10000013
NewService.getOfferingCollection	Request Item ID = 10000013
NewService.setOfferingCollection	Request Item ID = 10000013
NewService.setAccountCSN	Request Item ID = 10000013
Request.ScheduleAppointment	Telstra Reference Number = 12345690
Request.submitMultiStep	Telstra Reference Number = 12345689

5.1.2.19 Create a Multi request item (Scenario 2)

This scenario will illustrate the creation of a multi request item request, with a single service location appointment being created. The request will contain one request item to add a new service and one request item to EREL a service. The first part of the scenario is to create a new service at an address that has at least one existing service. Part two of the scenario is to add another request item to the original request. The second request item is to add an EREL which is being moved to the same address. This service will retain the existing account of the service being relocated and the first request item will also be associated with this account. As the Customer Requested Date for both Service Location appointments is the same, only one Service Location appointment is created.

Request Item 1

Web Service.Operation	Simulation Key
Request.createMultiStep	Telstra Reference Number = 12345692
Request.addRequestItem	Request Item ID = 10000015
NewService.setServiceTemplate	Request Item ID = 10000015
NewService.setFullAddress	Request Item ID = 10000015
NewService.getInplaceList	Request Item ID = 10000015
NewService.setInplacePath	Request Item ID = 10000015
NewService.setSiteConnectionDetails	Request Item ID = 10000015
NewService.getCSNList	Request Item ID = 10000015
NewService.setTargetCSN	Request Item ID = 10000015
NewService.getOfferingCollection	Request Item ID = 10000015
NewService.setOfferingCollection	Request Item ID = 10000015
NewService.setAccountCSN	Request Item ID = 10000015

Request Item 2

Web Service.Operation	Simulation Key
Request.addRequestItem	Telstra Reference Number = 12345692
ExternalRelocation.allocateService	Request Item ID = 10000015
ExternalRelocation.setFullAddress	Request Item ID = 10000015
ExternalRelocation.getInplaceList	Request Item ID = 10000015
ExternalRelocation.setInplacePath	Request Item ID = 10000015
ExternalRelocation.setSiteConnectionDetails	Request Item ID = 10000015
ExternalRelocation.getCSNList	Request Item ID = 10000015
ExternalRelocation.setTargetCSN	Request Item ID = 10000015
ExternalRelocation.getOfferingCollection	Request Item ID = 10000015
ExternalRelocation.setOfferingCollection	Request Item ID = 10000015
ExternalRelocation.setAccountCSN	Request Item ID = 10000015
Request.ScheduleAppointment	Telstra Reference Number = 12345692
Request.submitMultiStep	Telstra Reference Number = 12345691

5.1.2.20 Create a Multi Request Item (Scenario 3) – corresponds with New Line Service Multiple Request in the LOLO Online Training Module

This scenario will illustrate the creation of a request with multiple request items. Two separate exchange appointments are created for the connection of two new inplace services. The first part of the scenario is to create a new service at an address that has at least one existing service. A new account will be created for this service. The second request item is to add another new service to the original request at the same address. This service will also be associated to the new account created within the first request item.

Request Item 1

Web Service.Operation	Simulation Key
Request.createMultiStep	Customer Contact Phone = 0416235456
Request.addRequestItem	Telstra Reference Number = 990060
NewService.setServiceTemplate	Request Item ID = 156278
Address.getLocalityPostcode	Locality = BURWOOD
Address.searchByPartial	Locality = BURWOOD
NewService.setFullAddress	Request Item ID = 156278
NewService.getInplaceList	Request Item ID = 156278
NewService.setInplacePath	Request Item ID = 156278
NewService.setSiteConnectionDetails	Request Item ID = 156278
NewService.getCSNList	Request Item ID = 156278
NewService.setTargetCSN	Request Item ID = 156278
NewService.getOfferingCollection	Request Item ID = 156278
NewService.setOfferingCollection	Request Item ID = 156278
NewService.setNewAccountDetails	Request Item ID = 156278

Request Item 2

Request.addRequestItem	Telstra Reference Number = 990060
NewService.setServiceTemplate	Request Item ID = 156285
NewService.setFullAddress	Request Item ID = 156285
NewService.getInplaceList	Request Item ID = 156285
NewService.setInplacePath	Request Item ID = 156285
NewService.setSiteConnectionDetails	Request Item ID = 156285
NewService.getCSNList	Request Item ID = 156285
NewService.setTargetCSN	Request Item ID = 156285
NewService.getOfferingCollection	Request Item ID = 156285
NewService.setOfferingCollection	Request Item ID = 156285
NewService.setNewAccountDetails	Request Item ID = 156285
Request.ScheduleAppointment	Telstra Reference Number = 990060
Request.submitMultiStep	Telstra Reference Number = 990060

5.1.2.21 Create New Line Hunt Group - corresponds to New Line Hunt Group in the LOLO Online Training Module

This scenario will illustrate the creation of a multi request for the connection of two inplace services. These services will be placed in line hunt with each other and a new account will be created.

Web Service.Operation	Simulation Key
Request.createMultiStep	Customer Contact Phone = 0403553344
Request.addRequestItem	Telstra Reference Number = 990005
NewService.setServiceTemplate	Request Item ID = 154057
Address.searchByCSN	FNN = 0296639665
NewService.setFullAddress	Request Item ID = 154057
NewService.getInplaceList	Request Item ID = 154057
NewService.setInplacePath	Request Item ID = 154057
NewService.setSiteConnectionDetails	Request Item ID = 154057
NewService.getCSNList	Request Item ID = 154057
NewService.setTargetCSN	Request Item ID = 154057
NewService.getOfferingCollection	Request Item ID = 154057
NewService.setOfferingCollection	Request Item ID = 154057
NewService.setNewAccountDetails	Request Item ID = 154057
Request.addRequestItem	Telstra Reference Number = 990005
NewService.setServiceTemplate	Request Item ID = 154061
NewService.setFullAddress	Request Item ID = 154061
NewService.getInplaceList	Request Item ID = 154061
NewService.setInplacePath	Request Item ID = 154061
NewService.setSiteConnectionDetails	Request Item ID = 154061
NewService.getCSNList	Request Item ID = 154061
NewService.setTargetCSN	Request Item ID = 154061
NewService.getOfferingCollection	Request Item ID = 154061
NewService.setOfferingCollection	Request Item ID = 154061
NewService.setNewAccountDetails	Request Item ID = 154061
Request.ScheduleAppointment	Telstra Reference Number = 990005
Request.submitMultiStep	Telstra Reference Number = 990005

5.1.3 Test Scenarios for Multi-step Conversational Business Transactions Errors

5.1.3.1 ExternalRelocateService.confirmServiceWarnings

Simulation Key	Test Scenarios
requestItemID=11000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=11000002	002 - Invalid XML structure supplied in transaction.
requestItemID=11000012	012 - Error in processing request.
requestItemID=11000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemID=11000109	109 - Supplied Request Item Id not found or does not belong to SP.
requestItemID=11000111	111 - The process calls do not follow the prescribed sequence.

5.1.3.2 ExternalRelocateService. getInplaceList

Simulation Key	Test Scenarios
requestItemID=30000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=30000002	002 - Invalid XML structure supplied in transaction.
requestItemID=30000012	012 - Error in processing request.
requestItemID=30000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemID=30000071	071 - Warning: No inplaces found at the specified address
requestItemID=30000072	072 - Warning: No further Inplace available at specified address.
requestItemID=30000109	109 - Supplied Request Item Id not found or does not belong to SP.
requestItemID=30000111	111 - The process calls do not follow the prescribed sequence.

5.1.3.3 ExternalRelocateService. setInplacePath

Simulation Key	Test Scenarios
requestItemID=12000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=12000002	002 - Invalid XML structure supplied in transaction.
requestItemID=12000012	012 - Error in processing request.
requestItemID=12000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemID=12000072	072 - Warning: No further Inplace available at specified address.
requestItemID=12000073	073 - Warning: This is a CDMA Wireless Local Loop service. For more information please refer to CDMA WLL Process Pack - Service Activation for CDMA WLL Inplace Service. Please select Next to proceed with this request and to indicate the end user "Accepts CDMA WLL". Please select New Line, if the end user chooses to "Reject CDMA WLL". The request will go manual for consideration by Telstra Wholesale. Please detail reasons for the rejection in the notes section of this request item. Alternatively select another Intact Service.

5.1.3.4 ExternalRelocateService. confirmInplacePathWarning

Simulation Key	Test Scenarios
requestItemID=50000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=50000002	002 - Invalid XML structure supplied in transaction.
requestItemID=50000012	012 - Error in processing request.
requestItemID=50000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemID=50000109	109 - Supplied Request Item Id not found or does not belong to SP.
requestItemID=50000111	111 - The process calls do not follow the prescribed sequence.

5.1.3.5 ExternalRelocateService. SetSiteConnectionDetails

Simulation Key	Test Scenarios
requestItemID=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=60000002	002 - Invalid XML structure supplied in transaction.
requestItemID=60000012	012 - Error in processing request.
requestItemID=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemID=60000095	095 - Site Connection point is not valid for this request item
requestItemID=60000096	096 - Fee for service allowed is Mandatory
requestItemID=60000097	097 - Fee for service allowed no appropriate for this request item
requestItemID=60000098	098 - Contractor Name is Mandatory
requestItemID=60000099	099 - Contractor Name not allowed
requestItemID=60000100	100 - Contractor Phone is Mandatory

5.1.3.6 ExternalRelocateService. GetCSNList

Simulation Key	Test Scenarios
requestItemID=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=60000002	002 - Invalid XML structure supplied in transaction.
requestItemID=60000012	012 - Error in processing request.
requestItemID=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemID=60000109	109 - Supplied Request Item Id not found or does not belong to SP.
requestItemID=60000113	113 - No CSN's available - CSN will be advised

5.1.3.7 ExternalRelocateService. SetTargetCSN

Simulation Key	Test Scenarios
requestItemID=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=60000002	002 - Invalid XML structure supplied in transaction.
requestItemID=60000012	012 - Error in processing request.

Simulation Key	Test Scenarios
requestItemID=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemID=60000090	090 - Failed to Reserve CSN. Please make another selection.
requestItemID=60000115	115 - Customer Service Number is not valid
requestItemID=60000120	120 - For either a CSN search or CSN selection, a Customer Service Number or Timezone must be supplied

5.1.3.8 ExternalRelocateService. getOfferingCollection

Simulation Key	Test Scenarios
requestItemID=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=60000002	002 - Invalid XML structure supplied in transaction.
requestItemID=60000012	012 - Error in processing request.
requestItemID=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemID=60000109	109 - Supplied Request Item Id not found or does not belong to SP.

5.1.3.9 ExternalRelocateService.setFullAddress

Simulation Key	Test Scenarios
requestItemID=11000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=11000002	002 - Invalid XML structure supplied in transaction.
requestItemID=11000012	012 - Error in processing request.
requestItemID=11000025	025 - An internal system error has occurred in the LOLIG Web Service.

5.1.3.10 ExternalRelocateService. setOfferingCollection

Simulation Key	Test Scenarios
requestItemID=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=60000002	002 - Invalid XML structure supplied in transaction.
requestItemID=60000012	012 - Error in processing request.
requestItemID=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemID=60000081	081 - There is no valid Proposed offering collection available
requestItemID=60000109	109 - Supplied Request Item Id not found or does not belong to SP.

5.1.3.11 ExternalRelocateService. setAccountCSN

Simulation Key	Test Scenarios
requestItemID=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=60000002	002 - Invalid XML structure supplied in transaction.
requestItemID=60000012	012 - Error in processing request.
requestItemID=60000025	025 - An internal system error has occurred in the LOLIG Web Service.

Simulation Key	Test Scenarios
requestItemID=60000109	109 - Supplied Request Item Id not found or does not belong to SP.
requestItemID=60000227	227 - Account CSN supplied must match first Account CSN supplied for Request.
requestItemID=60000229	229 - Account CSN must be supplied if Current CSN has been supplied for Request Item.
requestItemID=60000244	244 - Account CSN is not valid. The Account CSN must be the relocating CSN.

5.1.3.12 ExternalRelocateService.cancelRequestItem

Simulation Key	Test Scenarios
requestItemID=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=60000002	002 - Invalid XML structure supplied in transaction.
requestItemID=60000012	012 - Error in processing request.
requestItemID=60000025	025 - An internal system error has occurred in the LOLIG Web Service.

5.1.3.13 NewServiceService.confirmInplacePathWarning

Simulation Key	Test Scenarios
requestItemID=50000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=50000002	002 - Invalid XML structure supplied in transaction.
requestItemID=50000012	012 - Error in processing request.
requestItemID=50000025	025 - An internal system error has occurred in the LOLIG Web Service.

5.1.3.14 NewServiceService.cancelRequestItem

Simulation Key	Test Scenarios
requestItemID=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=60000002	002 - Invalid XML structure supplied in transaction.
requestItemID=60000012	012 - Error in processing request.
requestItemID=60000025	025 - An internal system error has occurred in the LOLIG Web Service.

5.1.3.15 NewServiceService.getCSNList

Simulation Key	Test Scenarios
requestItemID=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemID=60000002	002 - Invalid XML structure supplied in transaction.
requestItemID=60000012	012 - Error in processing request.
requestItemID=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemID=60000109	109 - Supplied Request Item Id not found or does not belong to SP.
requestItemID=60000113	113 - No CSN's available - CSN will be advised

5.1.3.16 NewServiceService. getInplaceList

Simulation Key	Test Scenarios
requestItemId=30000001	001 - Digital Certificate not authorised for this transaction.
requestItemId=30000002	002 - Invalid XML structure supplied in transaction.
requestItemId=30000012	012 - Error in processing request.
requestItemId=30000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemId=30000071	071 - Warning: No inplaces found at the specified address
requestItemId=30000072	072 - Warning: No further Inplace available at specified address.

5.1.3.17 NewServiceService. GetOfferingCollection

Simulation Key	Test Scenarios
requestItemId=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemId=60000002	002 - Invalid XML structure supplied in transaction.
requestItemId=60000012	012 - Error in processing request.
requestItemId=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemId=60000109	109 - Supplied Request Item Id not found or does not belong to SP.

5.1.3.18 NewServiceService. SetAccountCSN

Simulation Key	Test Scenarios
requestItemId=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemId=60000002	002 - Invalid XML structure supplied in transaction.
requestItemId=60000012	012 - Error in processing request.
requestItemId=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemId=60000109	109 - Supplied Request Item Id not found or does not belong to SP.
requestItemId=60000226	226 - Customer Details are unavailable.
requestItemId=60000227	227 - Account CSN supplied must match first Account CSN supplied for Request.
requestItemId=60000228	228 - Supplied account type different from previously supplied account type.
requestItemId=60000240	240 - Unable to consolidate service to supplied Account CSN.
requestItemId=60000241	241 - Customer name of Account CSN different from previously supplied customer name.
requestItemId=60000242	242 - Customer address of Account CSN different from previously supplied customer address.
requestItemId=60000243	243 - Two Names must be supplied.
requestItemId=60000244	244 - Account CSN is not valid. The Account CSN must be the relocating CSN.

5.1.3.19 NewServiceService. SetFullAddress

Simulation Key	Test Scenarios
requestItemId=11000001	001 - Digital Certificate not authorised for this transaction.
requestItemId=11000002	002 - Invalid XML structure supplied in transaction.
requestItemId=11000012	012 - Error in processing request.
requestItemId=11000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemId=11000069	069 - Address details supplied vary from original Address supplied in previous Request Item(s).
requestItemId=11000070	070 - All request items must have the same customer name

5.1.3.20 NewServiceService. SetNewAccountDetails

Simulation Key	Test Scenarios
requestItemId=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemId=60000002	002 - Invalid XML structure supplied in transaction.
requestItemId=60000012	012 - Error in processing request.
requestItemId=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemId=60000109	109 - Supplied Request Item Id not found or does not belong to SP.
requestItemId=60000229	229 - Account CSN must be supplied if Current CSN has been supplied for Request Item..
requestItemId=60000230	230 - Account Customer Details may not be supplied once Account CSN details have been determined.
requestItemId=60000231	231 - The Account Customer Details supplied do not match the Customer Details supplied on a previous Request Item.
requestItemId=60000232	232 - Customer Name, Customer Given Names, Customer Courtesy Title and Date of Birth are mandatory for this new account.
requestItemId=60000233	233 - Company Number is invalid for this Customer.
requestItemId=60000234	234 - Customer Given Names, Customer Courtesy Title and Date of Birth are not required for a Company.
requestItemId=60000235	235 - Either ACN or ABN is required for a Business or Organisation.
requestItemId=60000236	236 - Invalid Customer Type supplied.
requestItemId=60000237	237 - Invalid Customer Courtesy Title supplied.
requestItemId=60000238	238 - Invalid Australian Company Number.
requestItemId=60000239	239 - Invalid Australian Business Number.
requestItemId=60000246	246 - Date of Birth cannot be greater than the current date.

5.1.3.21 NewServiceService. setOfferingCollection

Simulation Key	Test Scenarios
requestItemId=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemId=60000002	002 - Invalid XML structure supplied in transaction.
requestItemId=60000012	012 - Error in processing request.
requestItemId=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemId=60000081	081 - There is no valid Proposed offering collection available

Simulation Key	Test Scenarios
requestItemId=60000109	109 - Supplied Request Item Id not found or does not belong to SP.

5.1.3.22 NewServiceService. setSiteConnectionDetails

Simulation Key	Test Scenarios
requestItemId=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemId=60000002	002 - Invalid XML structure supplied in transaction.
requestItemId=60000012	012 - Error in processing request.
requestItemId=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemId=60000095	095 - Site Connection point is not valid for this request item
requestItemId=60000096	096 - Fee for service allowed is Mandatory
requestItemId=60000097	097 - Fee for service allowed no appropriate for this request item
requestItemId=60000098	098 - Contractor Name is Mandatory
requestItemId=60000099	099 - Contractor Name not allowed
requestItemId=60000100	100 - Contractor Phone is Mandatory

5.1.3.23 NewServiceService. setTargetCSN

Simulation Key	Test Scenarios
requestItemId=60000001	001 - Digital Certificate not authorised for this transaction.
requestItemId=60000002	002 - Invalid XML structure supplied in transaction.
requestItemId=60000012	012 - Error in processing request.
requestItemId=60000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemId=60000090	090 - Failed to Reserve CSN. Please make another selection.
requestItemID=60000115	115 - Customer Service Number is not valid
requestItemID=60000120	120 - For either a CSN search or CSN selection, a Customer Service Number or Timezone must be supplied

5.1.3.24 NewServiceService. setInplacePath

Simulation Key	Test Scenarios
requestItemId=40000001	001 - Digital Certificate not authorised for this transaction.
requestItemId=40000002	002 - Invalid XML structure supplied in transaction.
requestItemId=40000012	012 - Error in processing request.
requestItemId=40000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemId=40000072	072 - Warning: No further Inplace available at specified address.
requestItemId=40000073	073 - Warning: This is a CDMA Wireless Local Loop service. For more information please refer to CDMA WLL Process Pack - Service Activation for CDMA WLL Inplace Service. Please select Next to proceed with this request and to indicate the end user "Accepts CDMA WLL". Please select New Line, if the end user chooses to "Reject CDMA WLL". The request will go manual for consideration by Telstra Wholesale.

Simulation Key	Test Scenarios
	Please detail reasons for the rejection in the notes section of this request item. Alternatively select another Intact Service.
requestItemId=40000128	128- The requested inplace is not selectable.

5.1.3.25 NewServiceService.setServiceTemplate

Simulation Key	Test Scenarios
requestItemId=11000001	001 - Digital Certificate not authorised for this transaction.
requestItemId=11000002	002 - Invalid XML structure supplied in transaction.
requestItemId=11000012	012 - Error in processing request.
requestItemId=11000025	025 - An internal system error has occurred in the LOLIG Web Service.
requestItemId=10000088	088 - Invalid Network Product Operation selected

5.1.3.26 RequestService.addRequestItem

Simulation Key	Test Scenarios
telstraRef=20000001	001 - Digital Certificate not authorised for this transaction.
telstraRef =20000002	002 - Invalid XML structure supplied in transaction.
telstraRef =20000005	005 - Unauthorised Work Type supplied in transaction.
telstraRef =20000012	012 - Error in processing request.
telstraRef =20000025	025 - An internal system error has occurred in the LOLIG Web Service.
telstraRef =20000116	116 - Work Type not valid for Request
telstraRef =20000117	117 - Request cannot exceed 20 Request Items. No more Request Items can be added

5.1.3.27 RequestService.cancelMultiStep

Simulation Key	Test Scenarios
RequestItemID=11000001	001 - Digital Certificate not authorised for this transaction.
RequestItemID=11000002	002 - Invalid XML structure supplied in transaction.
RequestItemID=11000012	012 - Error in processing request.
RequestItemID=11000025	025 – An internal system error has occurred n the LOLIG Web Service
RequestItemID=10000108	108 - Supplied Telstra Reference Number not found or does not belong to SP.
RequestItemID=10000111	111 - The process calls do not follow the prescribed sequence.

5.1.3.28 RequestService.createMultiStep

Simulation Key	Test Scenarios
SP Phone Num=0399680001	001 - Digital Certificate not authorised for this transaction.
SP Phone Num=0399680002	002 - Invalid XML structure supplied in transaction.

Simulation Key	Test Scenarios
SP Phone Num=0399680012	012 - Error in processing request.
SP Phone Num=0399680025	025 - An internal system error has occurred in the LOLIG Web Service.

5.1.3.29 RequestService.deleteRequestItem

Simulation Key	Test Scenarios
RequestItemID=11000001	001 - Digital Certificate not authorised for this transaction.
RequestItemID=11000002	002 - Invalid XML structure supplied in transaction.
RequestItemID=11000012	012 - Error in processing request.
RequestItemID=11000025	025 - An internal system error has occurred n the LOLIG Web Service
RequestItemID=10000108	108 - Supplied Telstra Reference Number not found or does not belong to SP.
RequestItemID=10000111	111 - The process calls do not follow the prescribed sequence.

5.1.3.30 RequestService.rescheduleAppointment

Simulation Key	Test Scenarios
RequestItemID=11000001	001 - Digital Certificate not authorised for this transaction.
RequestItemID=11000002	002 - Invalid XML structure supplied in transaction.
RequestItemID=11000012	012 - Error in processing request.
RequestItemID=11000025	025 - An internal system error has occurred n the LOLIG Web Service
RequestItemID=10000108	108 - Supplied Telstra Reference Number not found or does not belong to SP.
RequestItemID=10000111	111 - The process calls do not follow the prescribed sequence.

5.1.3.31 RequestService. ScheduleAppointment

Simulation Key	Test Scenarios
telstraRef =70000001	001 - Digital Certificate not authorised for this transaction.
telstraRef =70000002	002 - Invalid XML structure supplied in transaction.
telstraRef =70000012	012 - Error in processing request.
telstraRef =70000025	025 - An internal system error has occurred in the LOLIG Web Service.
telstraRef =70000108	108 - Supplied Telstra Reference Number not found or does not belong to SP.
telstraRef =70000111	111 - The process calls do not follow the prescribed sequence.
telstraRef =70000248	248 - Customer Requested Date is not within valid lead time range. Must be within <MinTime> and <MaxTime> because of <Offering Name>.
telstraRef =70000249	249 - Provisioning Option must be one of One Step, Two Step or Standard.
telstraRef =70000250	250 - Provisioning Option is not valid for this request item.

5.1.3.32 RequestService.submitMultiStep

Simulation Key	Test Scenarios
telstraRef =80000001	001 - Digital Certificate not authorised for this transaction.
telstraRef =80000002	002 - Invalid XML structure supplied in transaction.
telstraRef =80000012	012 - Error in processing request.
telstraRef =80000025	025 - An internal system error has occurred in the LOLIG Web Service.
telstraRef =80000108	108 - Supplied Telstra Reference Number not found or does not belong to SP.
telstraRef =80000111	111 - The process calls do not follow the prescribed sequence.

6 Privacy

Test data used in the staging environment will be consistent with and aligned to Telstra's [Privacy Protection Procedure](#). This test data has been made up specifically for the purpose of simulating the business transaction and any resemblance to data about any real individual is strictly coincidental.

7 References and Further Information

- The Telstra Wholesale website at <http://www.telstrawholesale.com/linxonline/index.htm>
- Design Guide Document
- LOLIG Product Catalogue
- Build Guide Document
- The WS-I Basic Profile 1.0 specification is available at <http://www.ws-i.org/>
- XML 1.0 specification - <http://www.w3.org/TR/REC-xml>

8 Definitions and acronyms

The following words, acronyms and abbreviations are referred to in this document.

Term	Definition
DSL	Digital Subscriber Line
ECS	Electronic Customer Service
EREL	External Relocation
LCR	Local Call Resale
LOLIG	LinxOnline Interaction Gateway
LOLO	LinxOnline Ordering System
PC	Personal Computer
SOAP	Simple Object Access Protocol
URL	Uniform Resource Locator , the global address of documents and other resources on the World Wide Web.
WSDL	Web Services Description Language
XML	E[X]tensible [M]arkup [L]anguage "The Extensible Markup Language (XML) is the universal format for structured documents and data on the Web." -- W3C XML Web site , 2000-07-06
XML Schema	A document which defines valid structure and elements for an XML file