

WSG B2B Web Service Tutorial

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Checklist of changes

Version	Date	Changed by	Comments / nature of the change
0.1	29.10.2010	HP	- Initial version
0.2	02.12.2010	HP	- Worked over after review with Swisscom
0.3	02.02.2011	HP	- Updated to BB-V20
11	08.06.2011	HP	- Updated for newer B2B versions
12	25.08.2011	Peter Rosenberger	- Review xml Requests
13	21.10.2011	HP	- Corrected XML-Requests and adding FA - Updated for new WS versions
14	26.03.2012	Roland Staub	- Updated for newer B2B Versions
15	19.09.2012	Roland Staub	- Update for newer B2B Versions
16	05.05.2012	Roland Staub	- Update for newer B2B Mai13
17	15.07.2012	Roland Staub	- Update for newer B2B Aug13
18	25.07.2012	Roland Staub	- Update for newer B2B Aug13
19	06.02.2014	Roland Staub	- Update for newer B2B Feb14
20	28.04.2014	Roland Staub	- Update for newer B2B Mai14
21	08.08.2014	Roland Staub	- Update for newer B2B Aug14
22	29.10.2014	Roland Staub	- Update for newer B2B Nov14
23	21.01.2015	Roland Staub	- Update for newer B2B March15
26	22.05.2015	Roland Staub	- Update for newer B2B June15
25	03.07.2015	Roland Staub	- Update for newer B2B Aug15
26	18.10.2015	Roland Staub	- Update for newer B2B Nov15
27	19.01.2016	Roland Staub	- Update for newer B2B Feb16
28	29.04.2016	Roland Staub	- Update for newer B2B May16
29	30.09.2016	Roland Staub	- Update for newer B2B Nov16
30	09.02.2017	Roland Staub	- Update for newer B2B March17
31	21.05.2017	Roland Staub	- Update for newer B2B June
32	12.07.2017	Roland Staub	- Update for newer B2B August 17
33	18.08.2017	Roland Staub	- Update for newer B2B September 17
33	20.09.2017	Roland Staub	- Update for newer B2B October 17
34	24.10.2017	Roland Staub	- Update for newer B2B November 17
35	20.12.2017	Mikko Louie Abad	- Update for newer B2B January 18
36	07.02.2018	Markus Walther	- Update for newer B2B February 18
37	27.02.2018	Mikko Louie Abad	- Update for newer B2B March 18

Release

int.Version	Date	Released by	Comments / nature of the change
10	25.02.2011	A. Studerus (iA rope1)	Released for WSG-8.3 (Mar 2011)
11	10.06.2011	A. Studerus (iA rope1)	Released for WSG-8.4 (Jun 2011)
13	25.10.2011	H.Künzi	Released for WSG-8.6 (Nov 2011)
14	28.03.2012	H.Künzi	Released for WSG-9.0 (Mai 2012)
15	28.09.2012	H.Künzi	Released for WSG-9.2 (Oct 2012)
16	08.05.2013	H.Künzi	Released for WSG-9.4 (Mai 2013)
17	16.07.2013	H.Künzi	Released for WSG-9.5 (Aug 2013)
19	10.02.2014	H.Künzi	Released for WSG-9.7 (Feb2014)
20	05.05.2014	H.Künzi	Released for WSG-9.8 (Mai2014)
21	13.08.2014	H.Künzi	Released for WSG-9.9 (Aug2014)
22	04.11.2014	H.Künzi	Released for WSG-9.10 (Nov2014)
23	17.02.2015	H.Künzi	Released for WSG-9.11 (Mar2015)
26	28.05.2015	H.Künzi	Released for WSG-9.12 (Jun2015)
25	31.07.2015	H.Künzi	Released for WSG-9.13 (Aug2015)
26	20.10.2015	H.Künzi	Released for WSG-9.14 (Nov2015)
27	20.01.2016	H.Künzi	Released for WSG-9.15 (Feb2016)
28	04.05.2016	H.Künzi	Released for WSG-9.16 (Mai2016)
29	01.11.2016	H.Künzi	Released for WSG-9.18 (Nov2016)
30	13.02.2017	H.Künzi	Released for WSG-9.19 (Mar2017)
31	22.05.2017	H.Künzi	Released for WSG1706 (Jun2017)
32	17.07.2017	H.Künzi	Released for WSG-08.17(Aug2017)
33	03.10.2017	S.Lesi	Released for WSG1710 (Oct 2017)
34	26.10.2017	H.Künzi	Released for WSG-17.11
35	05.12.2017	H.Künzi	Released for WSG-18.01 (Jan18)
36	07.02.2018	H.Künzi	Released for WSG-18.02 (Feb18)
37	20.02.2018	H.Künzi	Released for WSG-18.03 (Mar18)

1 Introduction

1.1 Purpose

This document provides information on how to integrate an ISP's/PTS's fulfillment (order handling) and assurance (trouble ticketing) system using the Web services offered by WSG. The following services are covered with examples:

- Notification
- Fulfillment
- Assurance

1.2 Target readership, requirements of the reader

This document addresses architects and developers of client applications using the services mentioned above. Knowledge of Web service technology, the WSG system and the BBCS ordering process are needed.

1.3 Referenced documents

- [1] B2B Interfaces Overview, B2B_Interfaces-Overview.doc
- [2] WSG Model Notification - WEB Outbound (v20.0.1), wsgNotification_v20.0.1.zip
- [3] WSG Model - WEB Outbound (v38.0.1), wsgBb_v38.0.1.zip
- [4] WSG Model - WEB Outbound Trouble Ticket (v32.0.1), wsgTt_v32.0.1.zip
- [5] WSG Model - FA / TAL - Fulfillment (v15.0.1), wsgFa_v15.0.1.zip
- [6] WSG Model - FA / TAL - Assurance (v3.0.0), wsgFaa_v3.0.0.zip

2 Notification (Tracking)

The Notification Service is used to track the processing of Orders in WSG and acts as a replacement for the different list functions of the file transfer (listRequest, listTdmMessageRequest, etc.) and the notification by email.

Instead of requesting a list of orders in form of a file the Notification Service offers the possibility to subscribe to notification messages which are created if a specific event occurs. They can then be retrieved via the Notification Web service and remain on the system for a defined number of days (currently 4 days). The notification messages contain the data that is needed to keep the client system up-to-date with the progress of an order. If at a certain point more data is needed, there is always the possibility to retrieve all the details of an order by using a different Web service, e.g. the BB Outbound service for orders.

2.1 Subscribe to Notifications

Changes to the following objects can be notified:

- BBCS-Order
- BBCS-Installation Ticket
- BBCS-Access TT
- BBCS-Connectivity TT
- FA-Order
- FA-TT
- FA-Clarification T
- Information Request
- NetworkCustomerNotifications
- Voice Business

The notifications can be subscribed to in the administration of the corresponding service, for example in the BBCS Order GUI as shown on the next screen shots:

Order settings	Installation Ticket settings	Voice Message Settings	ISP Pool Settings	All ISP Pool Settings				
BB Order settings								
Voice message e-mail: xyz@zyx.net								
☐ Notify voice message								
State change e-mail: xyz@zyx.net								
Notify on entering state								
Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Email	By Notification
-	ISP	Order	ENTERED	-	Order Notification	BBCS Order by ISP Status ENTERED	☐	☒
-	ISP	Order	HOLDING	-	Order Notification	BBCS Order by ISP Status HOLDING	☐	☒
-	ISP	Order	CHECKED	-	Order Notification	BBCS Order by ISP Status CHECKED	☐	☒
-	ISP	Order	EXECUTED	-	Order Notification	BBCS Order by ISP Status EXECUTED	☐	☒
-	ISP	Order	REJECTED	-	Order Notification	BBCS Order by ISP Status REJECTED	☐	☒
-	ISP	Order	COMPLETED	-	Order Notification	BBCS Order by ISP Status COMPLETED	☐	☒
-	ISP	Order	EXCEPTION	-	Order Notification	BBCS Order by ISP Status EXCEPTION	☐	☒
-	SCS	Order	COMPLETED	-	Order Notification	BBCS Order by SCS Status COMPLETED	☐	☒
Special informations e-mail: xyz@zyx.net								
☐ Notify special informations								
Special order notification e-mail: xyz@zyx.net								
back submit reset								

Order settings

Installation Ticket settings

Voice Message Settings

ISP Pool Settings

All ISP Pool Settings

Notify on entering state

Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Notification
GV01	-	-	-	-	Classical Notification	New Subscriber	☒
GV02	-	-	-	-	Classical Notification	New Subscriber	☒
GV03	-	-	-	-	Classical Notification	Relocation	☒
GV04	-	-	-	-	Classical Notification	Relocation	☒
GV05	-	-	-	-	Classical Notification	Temporary Lines	☒
GV06	-	-	-	-	Classical Notification	Temporary Lines	☒
GV11	-	-	-	-	Classical Notification	Correction	☒
GV12	-	-	-	-	Classical Notification	Transfer	☒
GV14	-	-	-	-	Classical Notification	Cancellation	☒
GV15	-	-	-	-	Classical Notification	Relocation	☒
GV16	-	-	-	-	Classical Notification	Number Change	☒
GV17	-	-	-	-	Classical Notification	Access Type Change	☒
GV25	-	-	-	-	Classical Notification	Temporary Service Canceled	☒
GV37	-	-	-	-	Classical Notification	Temporary Service Canceled	☒

back

submit

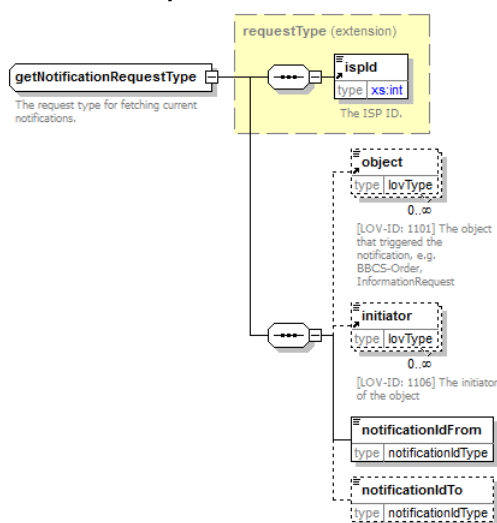
reset

2.2 Notification Web Service

The Notification Web service is used to retrieve the notifications created based on the subscriptions to the different objects that can be notified.

For a detailed interface definition see [2]

2.2.1 Request



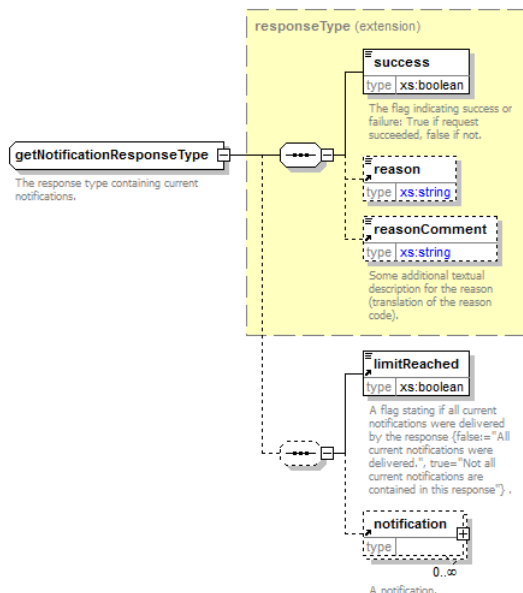
The typical usage is to periodically poll for all new notifications for a specific ISP/PTS. This can be achieved by calling the getNotification() operation with the "ispld" of the ISP/PTS and the "notificationIdFrom" set to the

maximum value received on the previous call + 1 (boundaries are included in the selection). It is also possible to additionally filter the notifications by object which is useful if the states of the different objects are tracked by different client processes.

A sample XML for the getNotification() request:

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>TheUserName</wsse:Username>
        <wsse:Password>ThePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v20:getNotification xmlns:v20="http://www.swisscom.com/wsg/notification/v20">
      <v20:request>
        <v20:ispId>777710</v20:ispId>
        <v20:object>3</v20:object>
        <v20:notificationIdFrom>82178505</v20:notificationIdFrom>
      </v20:request>
    </v20:getNotification>
  </soapenv:Body>
</soapenv:Envelope>
```

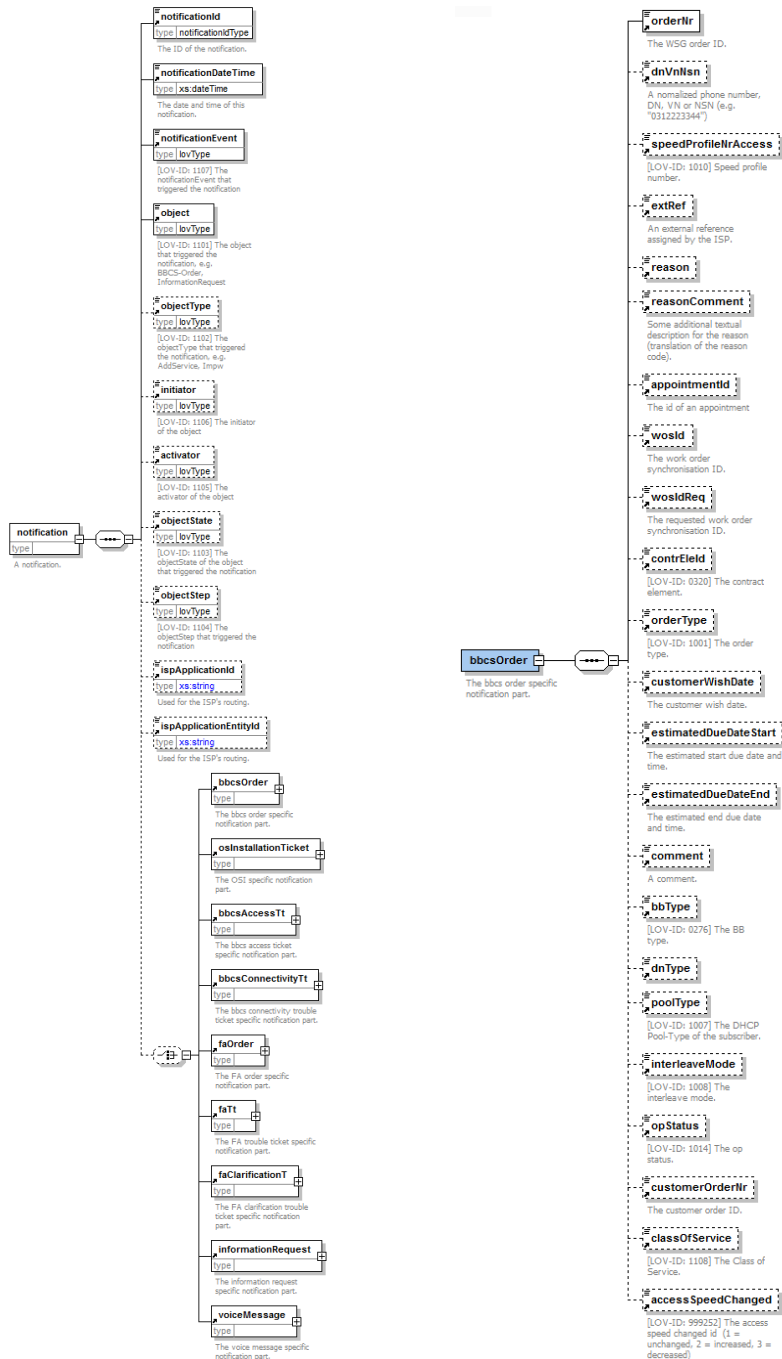
2.2.2 Response



The response contains the “success” flag which indicates whether the operation succeeded or failed. In case of failure the “reason” and “reasonComment” offer additional information about the problem that occurred. The payload consists of a flag “limitReached” and a list of “notifications”. If the flag “limitReached” is true then there

are more notifications available and it is good practice to repeat the retrieval of notifications immediately until the flag is “false” instead of waiting for the next interval.

The notifications contain the fields that are common for all types of notifications and data structures that are populated depending on the object. The following picture shows the structure of a notification for a “BBCS Access” order:



Common notification fields

Object specific fields

A sample XML for the getNotification() response:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v20:getNotificationResponse xmlns:v20="http://www.swisscom.com/wsg/notification/v20">
      <v20:response>
```

```

<v20:success>true</v20:success>
<v20:limitReached>>false</v20:limitReached>
<v20:notification>
  <v20:notificationId>47408113</v20:notificationId>
  <v20:notificationDateTime>2012-08-06T12:11:52.834+02:00</v20:notificationDateTime>
  <v20:notificationEvent>2</v20:notificationEvent>
  <v20:object>1</v20:object>
  <v20:objectType>1</v20:objectType>
  <v20:initiator>1</v20:initiator>
  <v20:activator>1</v20:activator>
  <v20:objectState>2</v20:objectState>
  <v20:bbcsOrder>
    <v20:orderNr>10000820120412028889000000</v20:orderNr>
    <v20:dnVnNsn>0819336410</v20:dnVnNsn>
    <v20:contrEleId>110</v20:contrEleId>
    <v20:orderType>1</v20:orderType>
    <v20:estimatedDueDateStart>2012-12-
10T06:02:00.000+01:00</v20:estimatedDueDateStart>
    <v20:estimatedDueDateEnd>2012-12-
10T12:00:00.000+01:00</v20:estimatedDueDateEnd>
    <v20:bbType>1</v20:bbType>
    <v20:customerOrderNr>10000820120412028889000000</v20:customerOrderNr>
    <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
  </v20:bbcsOrder>
</v20:notification>
</v20:response>
</v20:getNotificationResponse>
</soapenv:Body>
</soapenv:Envelope>

```

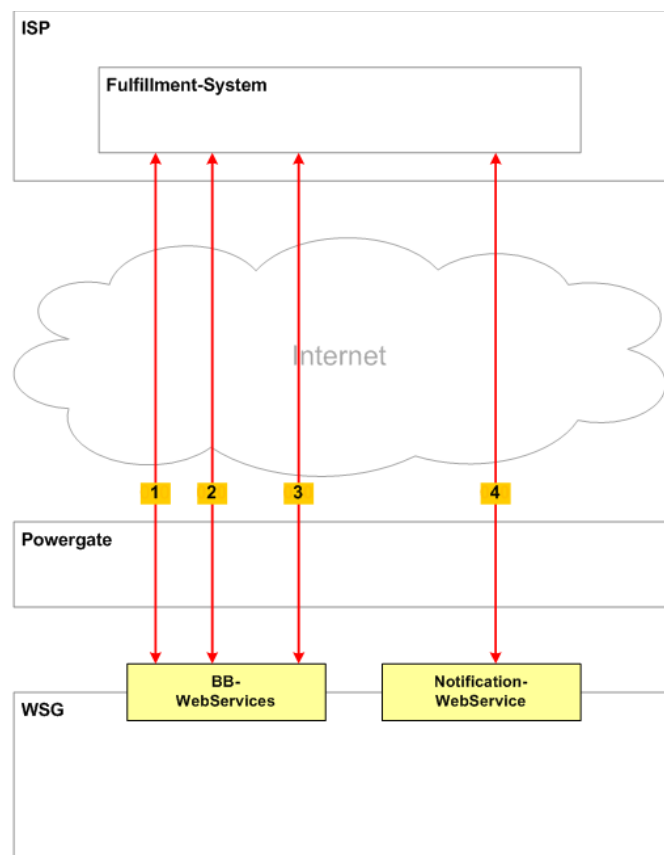
3 Fulfillment (BBCS Order)

For a detailed interface definition see [3].

3.1 Process Overview

The following picture shows the interactions between the ISP's fulfilment system and WSG:

- 1 Service Qualification**
ISP: Checks if a certain product is available at a certain location.
WSG: The response shows which products can be ordered at a certain location.
- 2 Order Creation**
ISP: An order with the qualified products is sent to WSG.
WSG: WSG confirms the receipt of the order.
- 3 Order Status**
ISP: The ISP can request information about the order status at any time.
WSG: WSG returns the details of the order.
- 4 Notifications**
ISP: The ISP can retrieve notifications about the progress of the order processing for which he has subscribed.
WSG: The notifications that were created during the processing of the order are returned.



3.2 Qualification

The qualification delivers the capabilities (e.g. available speeds) of a location and should be used to determine if a certain service can be ordered at that location. The following example shows a qualification for an existing voice subscriber.

3.2.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v38="http://www.swisscom.com/wsg/bb/v38">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>theUsername</wsse:Username>
        <wsse:Password>thePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v38:srvQualifByNumber>
      <v38:request correlationId="RegrTest T123 WS qualifByNr">
        <v38:ispId>777710</v38:ispId>
        <v38:basisContrEleId>120</v38:basisContrEleId>
        <v38:contrEleId>100</v38:contrEleId>
        <v38:bbType>2</v38:bbType>
        <v38:qualifExtRef>Regression WS qualifByNr</v38:qualifExtRef>
        <v38:customerWishDate>2018-02-20+02:00</v38:customerWishDate>
        <v38:synchWithVoice>false</v38:synchWithVoice>
        <v38:sfSlaId>1</v38:sfSlaId>
        <v38:dnVnNsn>0719875579</v38:dnVnNsn>
      </v38:request>
    </v38:srvQualifByNumber>
  </soapenv:Body>
</soapenv:Envelope>
```

3.2.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v38:srvQualifByNumberResponse xmlns:v38="http://www.swisscom.com/wsg/bb/v38">
      <v38:response correlationId="RegrTest T123 WS qualifByNr">
        <v38:success>true</v38:success>
        <v38:operationLogId>432688202</v38:operationLogId>
        <v38:dnStnr>0719875579</v38:dnStnr>
        <v38:qualificationResult>
          <v38:contrEleId>120</v38:contrEleId>
          <v38:contrEleId>100</v38:contrEleId>
          <v38:bbType>2</v38:bbType>
          <v38:dnType>13</v38:dnType>
          <v38:qualifNr>147110127</v38:qualifNr>
          <v38:lineState>1</v38:lineState>
          <v38:qualifAnswer>
            <v38:qualiResultState>ok_stao</v38:qualiResultState>
            <v38:qualiResultDetail>
              <v38:resultCode>Q31</v38:resultCode>
              <v38:resultComment>This phone line is suitable for xDSL, but the qualified
address is not exactly the one entered. Please check the reply address. Note: A customer order
due to this qualification may be delayed.</v38:resultComment>
            </v38:qualiResultDetail>
          </v38:qualiResultDetail>
          <v38:endPoint>
            <v38:taxRegion>64</v38:taxRegion>
          </v38:endPoint>
        </v38:qualificationResult>
      </v38:response>
    </v38:srvQualifByNumberResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```

<v38:accessNet>BOL</v38:accessNet>
<v38:site>BOLQ</v38:site>
<v38:siteCategory>6</v38:siteCategory>
<v38:bbDeviceLocation>DELOC</v38:bbDeviceLocation>
<v38:availableTechnologyType>
  <v38:technologyType>2</v38:technologyType>
  <v38:technologyType>1</v38:technologyType>
</v38:availableTechnologyType>
<v38:bbPortInfo>
  <v38:dslamName>IPC-SUR710-S-VD-05</v38:dslamName>
  <v38:dslamType>3</v38:dslamType>
  <v38:bbPortNr>VDSL-1-2-1-3</v38:bbPortNr>
  <v38:bbAdslEmulated>1</v38:bbAdslEmulated>
  <v38:bbPortLineType>1</v38:bbPortLineType>
  <v38:vendor>Huawei</v38:vendor>
</v38:bbPortInfo>
</v38:endPoint>
<v38:plannedEndPoint>
  <v38:taxRegion>64</v38:taxRegion>
  <v38:accessNet>BOL</v38:accessNet>
  <v38:site>BOLP</v38:site>
  <v38:bbDeviceLocation>BOLD</v38:bbDeviceLocation>
  <v38:equippedDate>2018-03</v38:equippedDate>
  <v38:equippedDateQuality>1</v38:equippedDateQuality>
  <v38:equippedDateComment>The new endpoint will be available on 2018-
03</v38:equippedDateComment>
  <v38:equippedDateHistory>
    <v38:sortNr>3</v38:sortNr>
    <v38:changeDate>2015-09-24</v38:changeDate>
    <v38:eventType>1</v38:eventType>
    <v38:from>2015-03-21</v38:from>
    <v38:to>2015-11-21</v38:to>
    <v38:changeReasonId>3</v38:changeReasonId>
    <v38:changeReasonDescription>Missing
material</v38:changeReasonDescription>
  </v38:equippedDateHistory>
  <v38:equippedDateHistory>
    <v38:sortNr>1</v38:sortNr>
    <v38:changeDate>2015-05-12</v38:changeDate>
    <v38:eventType>2</v38:eventType>
    <v38:from>98</v38:from>
    <v38:to>3</v38:to>
    <v38:changeReasonId>6</v38:changeReasonId>
    <v38:changeReasonDescription>Management re-
priorisation</v38:changeReasonDescription>
  </v38:equippedDateHistory>
  <v38:equippedDateHistory>
    <v38:sortNr>2</v38:sortNr>
    <v38:changeDate>2015-01-31</v38:changeDate>
    <v38:eventType>2</v38:eventType>
    <v38:from>3</v38:from>
    <v38:to>98</v38:to>
    <v38:changeReasonId>6</v38:changeReasonId>
    <v38:changeReasonDescription>Management re-
priorisation</v38:changeReasonDescription>
  </v38:equippedDateHistory>
  <v38:plannedSpeed>
    <v38:up>1000</v38:up>
    <v38:down>8000</v38:down>
  </v38:plannedSpeed>
  <v38:extensionCategory>3</v38:extensionCategory>
</v38:plannedEndPoint>
<v38:cpeInfo>
  <v38:cpeName>Motorola 7347-44 POTS rel.7.9</v38:cpeName>
  <v38:dslamTypeAllowed>

```



```

        <v38:technology>1</v38:technology>
        <v38:dslamType>1</v38:dslamType>
    </v38:dslamTypeAllowed>
    <v38:dslamTypeAllowed>
        <v38:technology>2</v38:technology>
        <v38:dslamType>2</v38:dslamType>
        <v38:dslamType>3</v38:dslamType>
    </v38:dslamTypeAllowed>
    <v38:capability>
        <v38:technologyType>2</v38:technologyType>
        <v38:capabilityOverall>1</v38:capabilityOverall>
        <v38:capabilityHardware>2</v38:capabilityHardware>
        <v38:capabilityFirmware>1</v38:capabilityFirmware>
    </v38:capability>
    <v38:capability>
        <v38:technologyType>1</v38:technologyType>
        <v38:capabilityOverall>3</v38:capabilityOverall>
        <v38:capabilityHardware>0</v38:capabilityHardware>
        <v38:capabilityFirmware>2</v38:capabilityFirmware>
    </v38:capability>
    <v38:comment>Das ist ein Kommentar für CPE Info</v38:comment>
</v38:cpeInfo>
<v38:maxAccessSpeed>
    <v38:speedProfileNr>59</v38:speedProfileNr>
    <v38:description>50000/10000</v38:description>
    <v38:max>
        <v38:up>10000</v38:up>
        <v38:down>50000</v38:down>
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    <v38:min>
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        <v38:down>50000</v38:down>
    </v38:min>
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</v38:maxAccessSpeed>
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    <v38:fulfillmentTimeSlotEnd>2018-02-
19T14:00:00.000+01:00</v38:fulfillmentTimeSlotEnd>
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    <v38:unitType>3</v38:unitType>
    <v38:unitNumber>10000</v38:unitNumber>
    <v38:sse>1</v38:sse>
    <v38:contactType>1</v38:contactType>
    <v38:contactNr>62</v38:contactNr>
    <v38:upPreparation>1</v38:upPreparation>
</v38:startPoint>
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    <v38:houseNr>1a</v38:houseNr>
    <v38:building>Chalet</v38:building>
    <v38:zip>307400</v38:zip>
    <v38:city>Hinterfultigen</v38:city>
</v38:address>
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    <v38:max>
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      <v38:down>5000</v38:down>
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  </v38:usedAccessSpeed>
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        <v38:up>500</v38:up>
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        </v38:max>
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    <v38:serviceSpeed>
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      <v38:up>500</v38:up>
      <v38:down>5000</v38:down>
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  </v38:usedAccessSpeed>
  <v38:serviceSpeed>
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</v38:usedAccessSpeed>
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  <v38:serviceSpeed>
    <v38:speedProfileNr>263</v38:speedProfileNr>
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      <v38:down>18000</v38:down>
    </v38:max>
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      <v38:down>5000</v38:down>
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  <v38:serviceSpeed>
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  <v38:serviceSpeed>
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        <v38:description>max50000/5000</v38:description>
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            <v38:down>18000</v38:down>
        </v38:max>
        <v38:min>
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            <v38:down>5000</v38:down>
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    </v38:usedAccessSpeed>
    <v38:serviceSpeed>
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    <v38:serviceSpeed>
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    </v38:serviceSpeed>
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        <v38:down>18000</v38:down>
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  <v38:description>5000-18000/500-2000</v38:description>
  <v38:max>
    <v38:up>2000</v38:up>
    <v38:down>18000</v38:down>
  </v38:max>
  <v38:min>
    <v38:up>500</v38:up>
    <v38:down>5000</v38:down>
  </v38:min>
</v38:usedAccessSpeed>
<v38:serviceSpeed>
  <v38:speedProfileNr>244</v38:speedProfileNr>
  <v38:description>max100000/10000</v38:description>
</v38:serviceSpeed>
<v38:effectiveSpeed>
  <v38:up>2000</v38:up>
  <v38:down>18000</v38:down>
</v38:effectiveSpeed>
</v38:qualifProfile>
<v38:qualifProfile>
  <v38:qualifIndex>35</v38:qualifIndex>
  <v38:nrofWires>2</v38:nrofWires>
  <v38:usedAccessSpeed>
    <v38:speedProfileNr>170</v38:speedProfileNr>
    <v38:description>5000-18000/500-2000</v38:description>
    <v38:max>
      <v38:up>2000</v38:up>
      <v38:down>18000</v38:down>
    </v38:max>
    <v38:min>
      <v38:up>500</v38:up>
      <v38:down>5000</v38:down>
    </v38:min>
  </v38:usedAccessSpeed>
  <v38:serviceSpeed>
    <v38:speedProfileNr>247</v38:speedProfileNr>
    <v38:description>max100000/20000</v38:description>
  </v38:serviceSpeed>
  <v38:effectiveSpeed>
    <v38:up>2000</v38:up>
    <v38:down>18000</v38:down>
  </v38:effectiveSpeed>
</v38:qualifProfile>
<v38:qualifProfile>
  <v38:qualifIndex>36</v38:qualifIndex>
  <v38:nrofWires>2</v38:nrofWires>
  <v38:usedAccessSpeed>
    <v38:speedProfileNr>170</v38:speedProfileNr>
    <v38:description>5000-18000/500-2000</v38:description>
    <v38:max>
      <v38:up>2000</v38:up>
      <v38:down>18000</v38:down>
    </v38:max>
    <v38:min>
      <v38:up>500</v38:up>
      <v38:down>5000</v38:down>
    </v38:min>
  </v38:usedAccessSpeed>
  <v38:serviceSpeed>
    <v38:speedProfileNr>278</v38:speedProfileNr>
    <v38:description>max200000/20000</v38:description>
  </v38:serviceSpeed>
  <v38:effectiveSpeed>

```

```

        <v38:up>2000</v38:up>
        <v38:down>18000</v38:down>
    </v38:effectiveSpeed>
</v38:qualifProfile>
<v38:qualifProfile>
    <v38:qualifIndex>37</v38:qualifIndex>
    <v38:nrOfWires>2</v38:nrOfWires>
    <v38:usedAccessSpeed>
        <v38:speedProfileNr>170</v38:speedProfileNr>
        <v38:description>5000-18000/500-2000</v38:description>
        <v38:max>
            <v38:up>2000</v38:up>
            <v38:down>18000</v38:down>
        </v38:max>
        <v38:min>
            <v38:up>500</v38:up>
            <v38:down>5000</v38:down>
        </v38:min>
    </v38:usedAccessSpeed>
    <v38:serviceSpeed>
        <v38:speedProfileNr>276</v38:speedProfileNr>
        <v38:description>max200000/40000</v38:description>
    </v38:serviceSpeed>
    <v38:effectiveSpeed>
        <v38:up>2000</v38:up>
        <v38:down>18000</v38:down>
    </v38:effectiveSpeed>
</v38:qualifProfile>
<v38:qualifProfile>
    <v38:qualifIndex>38</v38:qualifIndex>
    <v38:nrOfWires>2</v38:nrOfWires>
    <v38:usedAccessSpeed>
        <v38:speedProfileNr>170</v38:speedProfileNr>
        <v38:description>5000-18000/500-2000</v38:description>
        <v38:max>
            <v38:up>2000</v38:up>
            <v38:down>18000</v38:down>
        </v38:max>
        <v38:min>
            <v38:up>500</v38:up>
            <v38:down>5000</v38:down>
        </v38:min>
    </v38:usedAccessSpeed>
    <v38:serviceSpeed>
        <v38:speedProfileNr>279</v38:speedProfileNr>
        <v38:description>max250000/25000</v38:description>
    </v38:serviceSpeed>
    <v38:effectiveSpeed>
        <v38:up>2000</v38:up>
        <v38:down>18000</v38:down>
    </v38:effectiveSpeed>
</v38:qualifProfile>
<v38:qualifProfile>
    <v38:qualifIndex>39</v38:qualifIndex>
    <v38:nrOfWires>2</v38:nrOfWires>
    <v38:usedAccessSpeed>
        <v38:speedProfileNr>170</v38:speedProfileNr>
        <v38:description>5000-18000/500-2000</v38:description>
        <v38:max>
            <v38:up>2000</v38:up>
            <v38:down>18000</v38:down>
        </v38:max>
        <v38:min>
            <v38:up>500</v38:up>
            <v38:down>5000</v38:down>
        </v38:min>
    </v38:usedAccessSpeed>

```

```

        </v38:min>
    </v38:usedAccessSpeed>
    <v38:serviceSpeed>
        <v38:speedProfileNr>280</v38:speedProfileNr>
        <v38:description>max250000/50000</v38:description>
    </v38:serviceSpeed>
    <v38:effectiveSpeed>
        <v38:up>2000</v38:up>
        <v38:down>18000</v38:down>
    </v38:effectiveSpeed>
</v38:qualifProfile>
<v38:qualifProfile>
    <v38:qualifIndex>40</v38:qualifIndex>
    <v38:nrOfWires>2</v38:nrOfWires>
    <v38:usedAccessSpeed>
        <v38:speedProfileNr>170</v38:speedProfileNr>
        <v38:description>5000-18000/500-2000</v38:description>
        <v38:max>
            <v38:up>2000</v38:up>
            <v38:down>18000</v38:down>
        </v38:max>
        <v38:min>
            <v38:up>500</v38:up>
            <v38:down>5000</v38:down>
        </v38:min>
    </v38:usedAccessSpeed>
    <v38:serviceSpeed>
        <v38:speedProfileNr>281</v38:speedProfileNr>
        <v38:description>max300000/30000</v38:description>
    </v38:serviceSpeed>
    <v38:effectiveSpeed>
        <v38:up>2000</v38:up>
        <v38:down>18000</v38:down>
    </v38:effectiveSpeed>
</v38:qualifProfile>
<v38:qualifProfile>
    <v38:qualifIndex>41</v38:qualifIndex>
    <v38:nrOfWires>2</v38:nrOfWires>
    <v38:usedAccessSpeed>
        <v38:speedProfileNr>170</v38:speedProfileNr>
        <v38:description>5000-18000/500-2000</v38:description>
        <v38:max>
            <v38:up>2000</v38:up>
            <v38:down>18000</v38:down>
        </v38:max>
        <v38:min>
            <v38:up>500</v38:up>
            <v38:down>5000</v38:down>
        </v38:min>
    </v38:usedAccessSpeed>
    <v38:serviceSpeed>
        <v38:speedProfileNr>282</v38:speedProfileNr>
        <v38:description>max300000/60000</v38:description>
    </v38:serviceSpeed>
    <v38:effectiveSpeed>
        <v38:up>2000</v38:up>
        <v38:down>18000</v38:down>
    </v38:effectiveSpeed>
</v38:qualifProfile>
<v38:qualifProfile>
    <v38:qualifIndex>42</v38:qualifIndex>
    <v38:nrOfWires>2</v38:nrOfWires>
    <v38:usedAccessSpeed>
        <v38:speedProfileNr>170</v38:speedProfileNr>
        <v38:description>5000-18000/500-2000</v38:description>

```

```

        <v38:max>
            <v38:up>2000</v38:up>
            <v38:down>18000</v38:down>
        </v38:max>
        <v38:min>
            <v38:up>500</v38:up>
            <v38:down>5000</v38:down>
        </v38:min>
    </v38:usedAccessSpeed>
    <v38:serviceSpeed>
        <v38:speedProfileNr>283</v38:speedProfileNr>
        <v38:description>max500000/50000</v38:description>
    </v38:serviceSpeed>
    <v38:effectiveSpeed>
        <v38:up>2000</v38:up>
        <v38:down>18000</v38:down>
    </v38:effectiveSpeed>
</v38:qualifProfile>
<v38:qualifProfile>
    <v38:qualifIndex>43</v38:qualifIndex>
    <v38:nrOfWires>2</v38:nrOfWires>
    <v38:usedAccessSpeed>
        <v38:speedProfileNr>170</v38:speedProfileNr>
        <v38:description>5000-18000/500-2000</v38:description>
        <v38:max>
            <v38:up>2000</v38:up>
            <v38:down>18000</v38:down>
        </v38:max>
        <v38:min>
            <v38:up>500</v38:up>
            <v38:down>5000</v38:down>
        </v38:min>
    </v38:usedAccessSpeed>
    <v38:serviceSpeed>
        <v38:speedProfileNr>277</v38:speedProfileNr>
        <v38:description>max500000/100000</v38:description>
    </v38:serviceSpeed>
    <v38:effectiveSpeed>
        <v38:up>2000</v38:up>
        <v38:down>18000</v38:down>
    </v38:effectiveSpeed>
</v38:qualifProfile>
<v38:currentDnType>13</v38:currentDnType>
<v38:currentAccessSpeed>
    <v38:speedProfileNr>180</v38:speedProfileNr>
    <v38:description>5000-33000/500-10000</v38:description>
    <v38:max>
        <v38:up>10000</v38:up>
        <v38:down>33000</v38:down>
    </v38:max>
    <v38:min>
        <v38:up>500</v38:up>
        <v38:down>5000</v38:down>
    </v38:min>
    <v38:technologyType>1</v38:technologyType>
</v38:currentAccessSpeed>
<v38:llId>0030719875579</v38:llId>
<v38:jumperAction>false</v38:jumperAction>
<v38:potentialAvailable>1</v38:potentialAvailable>
<v38:reasonOfPotential>
    <v38:potential>
        <v38:potentialCode>1000</v38:potentialCode>
        <v38:potentialDescription>outstanding
upgrooming</v38:potentialDescription>
    </v38:potential>

```

```
<v38:potential>
  <v38:potentialCode>1002</v38:potentialCode>
  <v38:potentialDescription>old CPE Hardware</v38:potentialDescription>
</v38:potential>
</v38:reasonOfPotential>
<v38:technologyType>1</v38:technologyType>
<v38:lineState>1</v38:lineState>
<v38:vectorized>false</v38:vectorized>
<v38:siteDevelopment>
  <v38:fullyDeveloped>true</v38:fullyDeveloped>
  <v38:nrofBasicConnectivities>10</v38:nrofBasicConnectivities>
  <v38:nrofUtilisationUnits>20</v38:nrofUtilisationUnits>
  <v38:nrofLinesTotal>25</v38:nrofLinesTotal>
  <v38:nrofLinesUsable>15</v38:nrofLinesUsable>
</v38:siteDevelopment>
<v38:swisscomReady>true</v38:swisscomReady>
</v38:qualifAnswer>
</v38:qualificationResult>
</v38:response>
</v38:srvQualifByNumberResponse>
</soapenv:Body>
</soapenv:Envelope>
```

3.3 Customer order creation

3.3.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v38="http://www.swisscom.com/wsg/bb/v38" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>theUsername</wsse:Username>
        <wsse:Password>thePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v38:createCustomerOrder>
      <v38:request correlationId="Regression WS Standalone">
        <v38:ispId>777710</v38:ispId>
        <v38:qualification>
          <v38:qualifNr>147110127</v38:qualifNr>
          <v38:qualifIndex>10</v38:qualifIndex>
          <v38:fulfillmentTimeSlotQualifIndex>1</v38:fulfillmentTimeSlotQualifIndex>
        </v38:qualification>
        <v38:creationType>1</v38:creationType>
        <v38:dnVnNsn>0719875579</v38:dnVnNsn>
        <v38:order xsi:type="v38:createType" correlationId="1">
          <v38:contrEleId>120</v38:contrEleId>
          <v38:extRef>Regression WS</v38:extRef>
          <v38:layer2>
            <v38:bbType>2</v38:bbType>
            <v38:sessionType>2</v38:sessionType>
          </v38:layer2>
          <v38:processWithLowPriority>false</v38:processWithLowPriority>
        </v38:order>
        <v38:order xsi:type="v38:addType" correlationId="2">
          <v38:contrEleId>100</v38:contrEleId>
          <v38:extRef>Regression SrvAdd Internet</v38:extRef>
          <v38:speedProfileNrReq>240</v38:speedProfileNrReq>
          <v38:processWithLowPriority>false</v38:processWithLowPriority>
        </v38:order>
      </v38:request>
    </v38:createCustomerOrder>
  </soapenv:Body>
</soapenv:Envelope>
```

3.3.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v38:createCustomerOrderResponse xmlns:v38="http://www.swisscom.com/wsg/bb/v38">
      <v38:response correlationId="Regression WS Standalone">
        <v38:success>true</v38:success>
        <v38:operationLogId>432688205</v38:operationLogId>
        <v38:customerOrderNr>77771020180219000090000000</v38:customerOrderNr>
        <v38:nsn>0108372115</v38:nsn>
        <v38:orderItem correlationId="1">
          <v38:success>true</v38:success>
          <v38:orderNr>77771020180219000089000000</v38:orderNr>
        </v38:orderItem>
        <v38:orderItem correlationId="2">
          <v38:success>true</v38:success>
        </v38:orderItem>
      </v38:response>
    </v38:createCustomerOrderResponse>
  </soapenv:Body>
</soapenv:Envelope>
```



```

        <v38:orderNr>77771020180219000091000000</v38:orderNr>
      </v38:orderItem>
    </v38:response>
  </v38:createCustomerOrderResponse>
</soapenv:Body>
</soapenv:Envelope>

```

3.3.3 GUI

The orders created are visible in the BBCS Access Service GUI:

77771020170522000034000000	SRV_ADD	COMPLETED	0108728519	22/05/2017	22/05/2017	22/05/2017	11:00	22/05/2017	13:00	22/05/2017	10:53:56.311	Best Effort	VDSL	Netservices number
77771020170522000032000000	BBCS_CREATE	COMPLETED	0108728519	22/05/2017	22/05/2017	22/05/2017	11:00	22/05/2017	13:00	22/05/2017	10:43:51.906	BBCS_Standalone	VDSL	Netservices number

The following Screenshots show the Service Status of the subscriber after both orders are completed:

Detail Order

Main Services CPE Info

Order Info
Order Type: BBCS_GETSTATUS
Order State: COMPLETED
Creation Type: New
Response: -
SI Exempt Prio: -
Delivery Notification: -

DN Info
DN / VN / NSN (Requested): 0719875577
DN (STNR) / VN / NSN: 0719875577
STNR DDI: -
Dn Type: Economy Line

Current Endpoint
DN Office: 64BRE
BB Device Location: BRE
Site: BRE
Site Category: RUS

ISP / Order Nr Info
ISP: 777710 Testaccount WSG Team
Customer Order Nr: 77771020190502000019000000
Order Nr: 77771020190502000019000000
Order Group Nr: -

Date Info
Customer Wish Date: 02/05/2016
Estimated Due Date/Time Start: 02/05/2016 00:00
Estimated Due Date/Time End: 02/05/2016 00:00
Termination Date: -

Available Technology Type
DSLAM Name: ipohuq4w5-s-vd-01
DSLAM Type: CAN
Technology Type: VDSL Vectoring
Vectorized: Yes

WOS ID
WOS ID (Requested): -
WOS ID: -

Qualification Info
Qualification Nr: -
Qualification Index: -
Fulfillment Time Slot Index: -

References
External Reference: Regression WS
Internal Reference: -

Layer 1 / Basis
Contr Element: BBCS_on_TOM
Level Of Supp: Standard

Layer 2
BB Type: VDSL
BB ADSL Emulated: No
Session Type: DHCP
Termination: @FWS
Interleave Mode: Interleave Medium
Pool Type: -
Access Speed: 50000 down / 10000 up
Access Speed Changed: -
Op Status: Open Pipe Measure

Layer 2 / Cable Box
UP Board Nr: 334
UP Switching Place Nr: 0
UP Type of Contact: UPK
UP Contact Nr: 1
UP Coordinate X: -
UP Coordinate Y: -
BB Port: 04-540

Layer 2 / Address / Starting Point
Region: -
Billing Zone: -
Street, Nr, Building: -
ZIP, City: -
Starting Point: 64-BRE.3.334.0
Contact Type: 1
Contact Number: 1
BB Number Of Wires: 2
Reason of Potential: -

Further Details
Appointment Id: -
Calculated max. Bitrate: -
Measured max. Bitrate: -

Appointment Date/Time: -
Onsite Support: -
Self Install: -

Modem Owner: Unknown
BB Access: -

Comment
Last Comment:

History

User name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date/Time	BB Type	Speed Profile Nr	Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End
Pol	COMPLETED	0719875577		02/05/2016 10:30:06.450	VDSL			02/05/2016	02/05/2016 00:00	02/05/2016 00:00
ISP User	ENTERED	0719875577		02/05/2016 10:30:05.500				02/05/2016	02/05/2016 00:00	02/05/2016 00:00

3.3.4 Notifications

During the whole processing, the orders can be tracked by retrieving notifications from the Notification Service.

See Appendix A: Notifications created for “Fulfillment (BBCS Order)” which shows all notifications produced during the processing of the orders above.

3.4 Modification of Base Product (Access) and Addition of Streaming Service

Existing subscriptions can be modified to satisfy the new needs of a customer. In this example the Streaming service (TV) is added to an existing subscription. Note that this addition makes it necessary to modify the Base Product's session type to "DHCP" and the BB type to "VDSL". Please note you need to perform a qualification beforehand to create a modification.

3.4.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v38="http://www.swisscom.com/wsg/bb/v38" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>theUsername</wsse:Username>
        <wsse:Password>thePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v38:createCustomerOrder>
      <v38:request correlationId="Regression WS change Type">
        <v38:ispId>777710</v38:ispId>
        <v38:creationType>1</v38:creationType>
        <v38:dnVnNsn>0719875579</v38:dnVnNsn>
        <v38:order xsi:type="v38:modifyType" correlationId="1">
          <v38:extRef>extRef RegressionWs modify Type</v38:extRef>
          <v38:layer2>
            <v38:bbType>2</v38:bbType>
            <v38:sessionType>2</v38:sessionType>
          </v38:layer2>
          <v38:processWithLowPriority>false</v38:processWithLowPriority>
        </v38:order>
        <v38:order xsi:type="v38:addType" correlationId="2">
          <v38:contrEleId>9</v38:contrEleId>
          <v38:extRef>extRef RegressionSrvTst</v38:extRef>
          <v38:speedProfileNrReq>0</v38:speedProfileNrReq>
          <v38:processWithLowPriority>false</v38:processWithLowPriority>
        </v38:order>
      </v38:request>
    </v38:createCustomerOrder>
  </soapenv:Body>
</soapenv:Envelope>
```

3.4.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v38:createCustomerOrderResponse xmlns:v38="http://www.swisscom.com/wsg/bb/v38">
      <v38:response correlationId="Regression WS change Type">
        <v38:success>true</v38:success>
        <v38:operationLogId>432688207</v38:operationLogId>
        <v38:customerOrderNr>77771020180219000093000000</v38:customerOrderNr>
        <v38:orderItem correlationId="1">
          <v38:success>true</v38:success>
          <v38:orderNr>77771020180219000092000000</v38:orderNr>
        </v38:orderItem>
        <v38:orderItem correlationId="2">
          <v38:success>true</v38:success>
          <v38:orderNr>77771020180219000094000000</v38:orderNr>
        </v38:orderItem>
      </v38:response>
    </v38:createCustomerOrderResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

3.4.3 GUI

The following Screenshots show the Service Status of a subscriber after both orders are completed:

Order Info Order Type BB_Cs_GETSTATUS Order State COMPLETED Creation Type New Response - SI Exapt Prio - Delivery Notification -		DN Info DN / VN / NSN (Requested) 0108410750 DN (STNR) / VN / NSN 0108410750 STNR DDI - Dn Type Netservices number		Current Endpoint DN Office 84BOL BB Device Location BOL Site BOL Site Category RUG Available Technology Type VDSL2, VDSL Vectoring DSLAM Name IPC-SUR710-S-DM-04 Dslam Type CAN Technology Type VDSL2 Vectorized No						
ISP / Order Nr Info ISP 999999 OM Customer Order Nr 99999920170210000047000000 Order Nr 99999920170210000047000000 Order Group Nr -		Date Info Customer Wish Date 10/02/2017 Estimated Due Date/Time Start 10/02/2017 00:00 Estimated Due Date/Time End 10/02/2017 00:00 Termination Date -								
WOS ID WOS ID (Requested) - WOS ID -		Qualification Info Qualification Nr - Qualification Index - Fulfillment Time Slot Index -								
References External Reference - Internal Reference -										
Layer 1 / Basis Contr Element BB_Cs_StandaloneLevel Of Supp Standard										
Layer 2 (NPA/TBCO) BB Type VDSL BB ADSL Emulated No Session Type DHCP Termination @FWS Interleave Mode Interleave Low Pool Type pool1 Access Speed 50000 down / 10000 up Access Speed Changed - Op Status Open Pipe Manual		Layer 2 (APV) / Cable Box UP Board Nr 334 UP Switching Place Nr 0 UP Type of Contact UPK UP Contact Nr 1 UP Coordinate X 200100 UP Coordinate Y 600100 Jumper Action - BB Port 04-640		Layer 2 (LQS) / Address / Starting Point Region - Billing Zone - Street, Nr, Building - ZIP, City - Gaia Id 1238442 Starting Point 84-BOL-3-334-0 Contact Type 1 Contact Number 1 BB Number Of Wires 2 Reason of Potential 1000 - Pending upgrooming						
Further Details Appointment Id - Calculated max. Bitrate - Measured max. Bitrate -		Appointment Date/Time - Onsite Support - Self Install -		Modem Owner Unknown BB Access -						
Comment Last Comment ISP 777710 - Testaccount WSG Team										
History										
User nameOrder StateDN (STNR) / VN / NSNResponseTransaction Date/TimeBB TypeSpeed Profile NrCommentCustomer Wish DateEstimated Due Date/Time StartEstimated Due Date/Time End										
Detail	Pol	COMPLETED	0108410750	10/02/2017 11:33:12.000	VDSL		ISP 777710 - Testaccount WSG Team	10/02/2017	10/02/2017 00:00	10/02/2017 00:00
Detail	Swisscom SPOC	ENTERED	0108410750	10/02/2017 11:33:11.939				10/02/2017	10/02/2017 00:00	10/02/2017 00:00

3.4.4 Order Details

If, at any stage of the processing, the data retrieved via the Notification Service is not sufficient, then all of the order data can be retrieved by using the "getOrderDetail" operation of the Web service.

3.4.5 Notifications

During the whole processing, the orders can be tracked by retrieving notifications from the Notification Service.
See Appendix A: Notifications created for “Fulfillment (BBCS Order)” which shows all notifications produced during the processing of the orders above .

3.5 Change of Best Effort Service (Speed) and Reduction of Streaming Service

It is also possible to only change services and leave the Base Product as it is. The following example changes the speed of the Internet and removes the Streaming Service.

3.5.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v38="http://www.swisscom.com/wsg/bb/v38" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      wssecurity-secect-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>theUsername</wsse:Username>
        <wsse:Password>thePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v38:createCustomerOrder>
      <v38:request correlationId="Regression WS change Type">
        <v38:ispId>777710</v38:ispId>
        <v38:creationType>1</v38:creationType>
        <v38:dnVnNsn>0719875579</v38:dnVnNsn>
        <v38:order xsi:type="v38:changeType" correlationId="1">
          <v38:contrEleId>100</v38:contrEleId>
          <v38:extRef>extRef RegressionWs change Type</v38:extRef>
          <v38:speedProfileNrReq>209</v38:speedProfileNrReq>
        </v38:order>
        <v38:order xsi:type="v38:reduceType" correlationId="2">
          <v38:contrEleId>9</v38:contrEleId>
          <v38:extRef>extRef RegressionSrvTst</v38:extRef>
        </v38:order>
      </v38:request>
    </v38:createCustomerOrder>
  </soapenv:Body>
</soapenv:Envelope>
```

3.5.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v38:createCustomerOrderResponse xmlns:v38="http://www.swisscom.com/wsg/bb/v38">
      <v38:response correlationId="Regression WS change Type">
        <v38:success>true</v38:success>
        <v38:operationLogId>432688239</v38:operationLogId>
        <v38:customerOrderNr>77771020180219000120000000</v38:customerOrderNr>
        <v38:orderItem correlationId="1">
          <v38:success>true</v38:success>
          <v38:orderNr>77771020180219000118000000</v38:orderNr>
        </v38:orderItem>
        <v38:orderItem correlationId="2">
          <v38:success>true</v38:success>
          <v38:orderNr>77771020180219000119000000</v38:orderNr>
        </v38:orderItem>
      </v38:response>
    </v38:createCustomerOrderResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

3.5.2.1 GUI

The following Screenshots show the Service Status of the subscriber after both orders are completed:

Detail Order			
Main		Services	CPE Info
Order Info Order Type: BBCS_GETSTATUS Order State: COMPLETED Creation Type: New Response: - SF Exempt Prio: - Delivery Notification: -		DN Info DN / VN / NSN (Requested): 0710875577 DN (STNR) / VN / NSN: 0710875577 STNR DDI: - Dn Type: Economy Line Date Info Customer Wish Date: 02/05/2016 Estimated Due Date/Time Start: 02/05/2016 00:00 Estimated Due Date/Time End: 02/05/2016 00:00 Termination Date: - Qualification Info Qualification Nr: - Qualification Index: - Fulfilment Time Slot Index: -	
ISP / Order Nr Info ISP: 777710 Testaccount WSG Team Customer Order Nr: 77771020180502000100000000 Order Nr: 77771020180502000100000000 Order Group Nr: -		Current Endpoint DN Office: 04BRE BB Device Location: BRE Site: BRE Site Category: RUS Available Technology Type: VDSL Vectoring DSLAM Name: ipo-huq4w5-svd-01 Dslam Type: CAN Technology Type: VDSL Vectoring Vectorized: Yes	
WOS ID WOS ID (Requested): - WOS ID: -			
References External Reference: extRef Regression/Ws modify Type Internal Reference: -			
Layer 1 / Basis Contr Element: BBCS_on_TDM Level Of Supp: Standard			
Layer 2 BB Type: VDSL BB ACSL Emulated: No Session Type: DHCP Termination: @FWS Interleave Mode: Interleave Medium Pool Type: - Access Speed: 50000 down / 10000 up Access Speed Changed: - Op Status: Open Pipe Measure		Layer 2 / Cable Box UP Board Nr: 334 UP Switching Piece Nr: 0 UP Type of Contact: UPK UP Contact Nr: 1 UP Coordinate X: - UP Coordinate Y: - BB Port: 04-540	
Layer 2 / Address / Starting Point Region: - Billing Zone: - Street Nr Building: - ZIP City: - Starting Point: 04.BRE.3.334.0 Contact Type: 1 Contact Number: 1 BB Number Of Wires: 2 Reason of Potential: -			
Further Details Appointment Id: - Calculated max. Btrate: - Measured max. Btrate: - Appointment Date/Time: - Onsite Support: - Self install: - Modem Owner: Unknown BB Access: -			
Comment Last Comment:			

3.5.3 Notifications

During the whole processing, the orders can be tracked by retrieving notifications from the Notification Service.

See Appendix A: Notifications created for “Fulfillment (BBCS Order)” which shows all notifications produced during the processing of the orders above.

3.6 Change of Internet Service Provider

It is possible to change the internet service provider for a subscription. The following example shows a change of the ISP from 100008 to 777710. Note: a prior qualification is needed. See 3.2.

3.6.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v38="http://www.swisscom.com/wsg/bb/v38">
  <soapenv:Header/>
  <soapenv:Body>
    <v38:createCustomerOrder>
      <v38:request correlationId="Regression WS change ISP">
        <v38:ispId>777710</v38:ispId>
        <v38:creationType>1</v38:creationType>
        <v38:qualification>
          <v38:qualifNr>147110132</v38:qualifNr>
          <v38:qualifIndex>10</v38:qualifIndex>
        </v38:qualification>
        <v38:dnVnNsn>0108261922</v38:dnVnNsn>
        <v38:order xsi:type="v38:ispChangeType" correlationId="1"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
          <v38:extRef>isptest</v38:extRef>
          <v38:customerWishDate>2018-02-20+02:00</v38:customerWishDate>
          <v38:comment>WS-Tutorial</v38:comment>
          <v38:layer2>
            <v38:bbType>2</v38:bbType>
            <v38:sessionType>2</v38:sessionType>
            <v38:termination>2</v38:termination>
            <v38:poolType>pool1</v38:poolType>
          </v38:layer2>
          <v38:selfInstall>1</v38:selfInstall>
          <v38:sla>
            <v38:sfSlaId>1</v38:sfSlaId>
            <v38:saSlaId>1</v38:saSlaId>
          </v38:sla>
        </v38:order>
      </v38:request>
    </v38:createCustomerOrder>
  </soapenv:Body>
</soapenv:Envelope>
```

3.6.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v38="http://www.swisscom.com/wsg/bb/v38">
  <soapenv:Body>
    <v38:createCustomerOrderResponse xmlns:v38="http://www.swisscom.com/wsg/bb/v38">
      <v38:response correlationId="Regression WS change ISP">
        <v38:success>true</v38:success>
        <v38:operationLogId>432688254</v38:operationLogId>
        <v38:customerOrderNr>77771020180219000126000000</v38:customerOrderNr>
        <v38:orderItem correlationId="1">
          <v38:success>true</v38:success>
          <v38:orderNr>77771020180219000125000000</v38:orderNr>
        </v38:orderItem>
      </v38:response>
    </v38:createCustomerOrderResponse>
  </soapenv:Body>
</soapenv:Envelope>
```


3.6.3 Notifications

During the whole processing, the orders can be tracked by retrieving notifications from the Notification Service.

See Appendix A: Notifications created for “Fulfillment (BBCS Order)” which shows all notifications produced during the processing of the orders above.

3.7 Deprovisioning

If the BBCS subscription is no longer needed it can be deprovisioned as shown in the following example.

3.7.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v38="http://www.swisscom.com/wsg/bb/v38" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>theUsername</wsse:Username>
        <wsse:Password>thePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v38:createCustomerOrder>
      <v38:request correlationId="Regression WS Disconnect">
        <v38:ispId>777710</v38:ispId>
        <v38:creationType>1</v38:creationType>
        <v38:dnVnNsn>0719875579</v38:dnVnNsn>
        <v38:order xsi:type="v38:disconnectType" correlationId="1">
          <v38:extRef>Regression WS</v38:extRef>
        </v38:order>
      </v38:request>
    </v38:createCustomerOrder>
  </soapenv:Body>
</soapenv:Envelope>
```

3.7.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v38:createCustomerOrderResponse xmlns:v38="http://www.swisscom.com/wsg/bb/v38">
      <v38:response correlationId="Regression WS Disconnect">
        <v38:success>true</v38:success>
        <v38:operationLogId>432688280</v38:operationLogId>
        <v38:customerOrderNr>77771020180219000137000000</v38:customerOrderNr>
        <v38:orderItem correlationId="1">
          <v38:success>true</v38:success>
          <v38:orderNr>77771020180219000136000000</v38:orderNr>
        </v38:orderItem>
      </v38:response>
    </v38:createCustomerOrderResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

3.7.3 GUI

The following Screenshots show the Service Status of the subscriber after both orders are completed:

Service Status

ISP 777710 Testaccount WSG Team

DN / VN / NSN * (0314445566)

Service Status

Operation failed

Message No broadband access or service found

3.8 Products, Restrictions and Dependencies

"Swisscom Wholesale" offers some products (also known as "Contract Elements") which can be ordered by an ISP/PTS. The description of these products/Contract Elements is available in the appropriate marketing documentation and also contains some business restrictions.

The following chapters give you an overview of the orderable products and some restrictions/dependencies which are important in the order process.

3.8.1 List of Contract Elements (Swisscom Wholesale Products)

CE-Id	Contract Element	CE-Type	possible BB-Types	mandatory Service	Add-on Services	Fulfillment SLA	Assurance SLA
110	BBCS-on-TDM	BBCS-Basis	ADSL, VDSL	Best Effort	Streaming, RealTime	Basic	Standard
120	BBCS-Standalone	BBCS-Basis	ADSL, VDSL, SDSL	Best Effort	Streaming (not SDSL); RealTime	Basic,	Standard
100	Best Effort	BBCS-Service	ADSL, VDSL, SDSL	n/a	n/a	Basic,	Standard, Plus *
9	Streaming	BBCS-Service (Add-on)	ADSL, VDSL	n/a	n/a	Premium	Intermediate, Plus
12	Real Time	BBCS-Service (Add-on)	ADSL, VDSL, SDSL	n/a	n/a	Basic	Standard
420	BBCS-F (Fiber)	BBCS-Basis	BX	Best Effort on Fiber	n/a	Basic	Standard
101	Best Effort on Fiber	BBCS-Service	BX	n/a	Attribut "Class-of-Service"	Basic	Standard, Plus *
19	Full-Access	FA (ULL)	(1 - 9)	n/a	n/a	Basic	Standard
22	Full-Access Subloop	FA (ULL)	(1 - 9)	n/a	n/a	Basic	Standard

* For the Contract-Element "Best Effort" the Fulfillment-SLA und the Assurance-SLA depend on the chosen service speed

3.8.2 Restrictions and Dependencies

- a) The BBCS copper basis products "BBCS-on-TDM" and "BBCS-Standalone" must always be provisioned with the BBCS service product "Best Effort".
- b) The BBCS base product is without any BBCS service product is known as "Bit-Stream-Access" and cannot be ordered via B2B interface.
- c) The BBCS BB-Type "SDSL" is only possible on "BBCS-Standalone" (not possible on "BBCS-on-TDM").
- d) The BBCS add-on services "Streaming (TV)" and "realtime" require a session type "DHCP" and a termination "@FWS" which must be implemented (created or modified) on the base service (If using only the "Best Effort" service, the usual session type is "PPP" and the termination is "@ISP").
- e) The BBCS fiber base product "BBCS-F" is only possible with the BB-type "BX" and the session type "DHCP" and requires the mandatory (and only possible) service "Best Effort on Fiber"; this service can be provided with "Class-of-Service" which enables the ISP/PTS to implement its own "add-on services".
- f) The ULL (unbundling local loop) products "Full-Access" and "Full-Access Subloop" are layer 1 only implementations which cannot have any services.

4 Fulfillment (ULL Orders)

For a detailed interface definition see [5].

For a process overview see chapter 3.1.

4.1 Qualification

The qualification delivers the capabilities (e.g. available speeds) of a location and should be used to determine if a certain service can be ordered at that location. The following example shows a qualification for an address without Full Access

4.1.1 Request

```
<?xml version="1.0" encoding="iso-8859-1"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
        wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>hp_ws_test_777720</wsse:Username>
        <wsse:Password>Hp_wstest_09</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v15:qualifyByAddress>
      <v15:request correlationId="--- WS faQualifyByAddress">
        <v15:ptsId>777710</v15:ptsId>
        <v15:contrEleId>19</v15:contrEleId>
        <v15:poaFaId>?</v15:poaFaId>
        <v15:customerWishDateTime>2010-12-08T15:58:01+02:00</v15:customerWishDateTime>
        <v15:extRef>Regr Test FA QualifByAddr</v15:extRef>
        <v15:faTechnology>1</v15:faTechnology>
        <v15:faTechnology>2</v15:faTechnology>
        <v15:faBusinessCase>1</v15:faBusinessCase>
        <v15:lineState>1</v15:lineState>
        <v15:address>
          <v15:street>Street</v15:street>
          <v15:houseNr>12</v15:houseNr>
          <v15:building>Building</v15:building>
          <v15:zip>4004</v15:zip>
          <v15:city>City</v15:city>
          <v15:firstName>First Name</v15:firstName>
          <v15:lastName>Last Name</v15:lastName>
        </v15:address>
      </v15:request>
    </v15:qualifyByAddress>
  </soapenv:Body>
</soapenv:Envelope>
```

4.1.2 Response

```
<?xml version="1.0" encoding="iso-8859-1"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
  <soapenv:Body>
    <v15:qualifyByAddressResponse xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
      <v15:response correlationId="--- WS faQualifyByAddress">
        <v15:success>true</v15:success>
        <v15:operationLogId>432709250</v15:operationLogId>
        <v15:qualifResult>
```

```

<v15:qualifNr>147112118</v15:qualifNr>
<v15:contrEleId>19</v15:contrEleId>
<v15:qualifAnswer>
  <v15:qualiResultState>ok</v15:qualiResultState>
  <v15:qualiResultDetail>
    <v15:resultCode>Q00</v15:resultCode>
    <v15:resultComment>This line is suitable for Full Access</v15:resultComment>
  </v15:qualiResultDetail>
  <v15:qualifIndex>1</v15:qualifIndex>
  <v15:faTechnology>1</v15:faTechnology>
  <v15:address>
    <v15:street>Schönstrasse</v15:street>
    <v15:houseNr>1a</v15:houseNr>
    <v15:building>Chalet</v15:building>
    <v15:zip>307400</v15:zip>
    <v15:city>Aarau</v15:city>
    <v15:firstName>Hans</v15:firstName>
    <v15:lastName>Müller</v15:lastName>
  </v15:address>
  <v15:startPoint>
    <v15:taxRegion>62</v15:taxRegion>
    <v15:accessNet>MOR</v15:accessNet>
    <v15:unitType>3</v15:unitType>
    <v15:unitNumber>10000</v15:unitNumber>
    <v15:sse>1</v15:sse>
    <v15:contactType>1</v15:contactType>
    <v15:contactNr>62</v15:contactNr>
  </v15:startPoint>
  <v15:endPoint>
    <v15:taxRegion>62</v15:taxRegion>
    <v15:accessNet>MOR</v15:accessNet>
    <v15:site>MORS</v15:site>
    <v15:siteCategory>6</v15:siteCategory>
    <v15:bbDeviceLocation>MOR</v15:bbDeviceLocation>
  </v15:endPoint>
  <v15:lineLength>
    <v15:correction>4</v15:correction>
    <v15:segment04>493</v15:segment04>
    <v15:segment05>0</v15:segment05>
    <v15:segment06>368</v15:segment06>
    <v15:segment08>0</v15:segment08>
    <v15:segment10>0</v15:segment10>
  </v15:lineLength>
  <v15:cableSize>400</v15:cableSize>
  <v15:lineState>1</v15:lineState>
  <v15:fulfillmentTimeSlot>
    <v15:fulfillmentTimeSlotQualifIndex>1</v15:fulfillmentTimeSlotQualifIndex>
    <v15:fulfillmentTimeSlotStart>2018-03-
05T12:12:00.000+01:00</v15:fulfillmentTimeSlotStart>
    <v15:fulfillmentTimeSlotEnd>2018-03-
05T14:12:00.000+01:00</v15:fulfillmentTimeSlotEnd>
  </v15:fulfillmentTimeSlot>
  <v15:fulfillmentTimeSlot>
    <v15:fulfillmentTimeSlotQualifIndex>2</v15:fulfillmentTimeSlotQualifIndex>
    <v15:fulfillmentTimeSlotStart>2018-03-
06T12:12:00.000+01:00</v15:fulfillmentTimeSlotStart>
    <v15:fulfillmentTimeSlotEnd>2018-03-
06T14:12:00.000+01:00</v15:fulfillmentTimeSlotEnd>
  </v15:fulfillmentTimeSlot>
  <v15:fulfillmentTimeSlot>
    <v15:fulfillmentTimeSlotQualifIndex>3</v15:fulfillmentTimeSlotQualifIndex>
    <v15:fulfillmentTimeSlotStart>2018-03-
07T12:12:00.000+01:00</v15:fulfillmentTimeSlotStart>
    <v15:fulfillmentTimeSlotEnd>2018-03-
07T14:12:00.000+01:00</v15:fulfillmentTimeSlotEnd>

```

```

    </v15:fulfillmentTimeSlot>
    <v15:fulfillmentTimeSlot>
      <v15:fulfillmentTimeSlotQualifIndex>4</v15:fulfillmentTimeSlotQualifIndex>
      <v15:fulfillmentTimeSlotStart>2018-03-
08T12:12:00.000+01:00</v15:fulfillmentTimeSlotStart>
      <v15:fulfillmentTimeSlotEnd>2018-03-
08T14:12:00.000+01:00</v15:fulfillmentTimeSlotEnd>
    </v15:fulfillmentTimeSlot>
    <v15:fulfillmentTimeSlot>
      <v15:fulfillmentTimeSlotQualifIndex>5</v15:fulfillmentTimeSlotQualifIndex>
      <v15:fulfillmentTimeSlotStart>2018-03-
09T12:12:00.000+01:00</v15:fulfillmentTimeSlotStart>
      <v15:fulfillmentTimeSlotEnd>2018-03-
09T14:12:00.000+01:00</v15:fulfillmentTimeSlotEnd>
    </v15:fulfillmentTimeSlot>
    <v15:currentDnType>1</v15:currentDnType>
    <v15:siteDevelopment>
      <v15:nrOfLinesTotal>32</v15:nrOfLinesTotal>
      <v15:nrOfLinesUsable>24</v15:nrOfLinesUsable>
    </v15:siteDevelopment>
  </v15:qualifAnswer>
</v15:qualifResult>
<v15:qualifResult>
  <v15:qualifNr>147112118</v15:qualifNr>
  <v15:contrEleId>19</v15:contrEleId>
  <v15:qualifAnswer>
    <v15:qualiResultState>ok</v15:qualiResultState>
    <v15:qualiResultDetail>
      <v15:resultCode>Q00</v15:resultCode>
      <v15:resultComment>This line is suitable for Full Access</v15:resultComment>
    </v15:qualiResultDetail>
    <v15:qualifIndex>2</v15:qualifIndex>
    <v15:faTechnology>2</v15:faTechnology>
    <v15:address>
      <v15:street>Schönstrasse</v15:street>
      <v15:houseNr>1a</v15:houseNr>
      <v15:building>Chalet</v15:building>
      <v15:zip>307400</v15:zip>
      <v15:city>Aarau</v15:city>
      <v15:firstName>Hans</v15:firstName>
      <v15:lastName>Müller</v15:lastName>
    </v15:address>
    <v15:startPoint>
      <v15:taxRegion>62</v15:taxRegion>
      <v15:accessNet>MOR</v15:accessNet>
      <v15:unitType>3</v15:unitType>
      <v15:unitNumber>10000</v15:unitNumber>
      <v15:sse>1</v15:sse>
      <v15:contactType>1</v15:contactType>
      <v15:contactNr>62</v15:contactNr>
    </v15:startPoint>
    <v15:endPoint>
      <v15:taxRegion>62</v15:taxRegion>
      <v15:accessNet>MOR</v15:accessNet>
      <v15:site>MORS</v15:site>
      <v15:siteCategory>6</v15:siteCategory>
      <v15:bbDeviceLocation>MOR</v15:bbDeviceLocation>
    </v15:endPoint>
    <v15:lineLength>
      <v15:correction>4</v15:correction>
      <v15:segment04>493</v15:segment04>
      <v15:segment05>0</v15:segment05>
      <v15:segment06>368</v15:segment06>
      <v15:segment08>0</v15:segment08>
      <v15:segment10>0</v15:segment10>

```

```

        </v15:lineLength>
        <v15:cableSize>400</v15:cableSize>
        <v15:lineState>1</v15:lineState>
        <v15:fulfillmentTimeSlot>
          <v15:fulfillmentTimeSlotQualifIndex>6</v15:fulfillmentTimeSlotQualifIndex>
          <v15:fulfillmentTimeSlotStart>2018-03-
05T12:12:00.000+01:00</v15:fulfillmentTimeSlotStart>
          <v15:fulfillmentTimeSlotEnd>2018-03-
05T14:12:00.000+01:00</v15:fulfillmentTimeSlotEnd>
        </v15:fulfillmentTimeSlot>
        <v15:fulfillmentTimeSlot>
          <v15:fulfillmentTimeSlotQualifIndex>7</v15:fulfillmentTimeSlotQualifIndex>
          <v15:fulfillmentTimeSlotStart>2018-03-
06T12:12:00.000+01:00</v15:fulfillmentTimeSlotStart>
          <v15:fulfillmentTimeSlotEnd>2018-03-
06T14:12:00.000+01:00</v15:fulfillmentTimeSlotEnd>
        </v15:fulfillmentTimeSlot>
        <v15:fulfillmentTimeSlot>
          <v15:fulfillmentTimeSlotQualifIndex>8</v15:fulfillmentTimeSlotQualifIndex>
          <v15:fulfillmentTimeSlotStart>2018-03-
07T12:12:00.000+01:00</v15:fulfillmentTimeSlotStart>
          <v15:fulfillmentTimeSlotEnd>2018-03-
07T14:12:00.000+01:00</v15:fulfillmentTimeSlotEnd>
        </v15:fulfillmentTimeSlot>
        <v15:fulfillmentTimeSlot>
          <v15:fulfillmentTimeSlotQualifIndex>9</v15:fulfillmentTimeSlotQualifIndex>
          <v15:fulfillmentTimeSlotStart>2018-03-
08T12:12:00.000+01:00</v15:fulfillmentTimeSlotStart>
          <v15:fulfillmentTimeSlotEnd>2018-03-
08T14:12:00.000+01:00</v15:fulfillmentTimeSlotEnd>
        </v15:fulfillmentTimeSlot>
        <v15:fulfillmentTimeSlot>
          <v15:fulfillmentTimeSlotQualifIndex>10</v15:fulfillmentTimeSlotQualifIndex>
          <v15:fulfillmentTimeSlotStart>2018-03-
09T12:12:00.000+01:00</v15:fulfillmentTimeSlotStart>
          <v15:fulfillmentTimeSlotEnd>2018-03-
09T14:12:00.000+01:00</v15:fulfillmentTimeSlotEnd>
        </v15:fulfillmentTimeSlot>
        <v15:currentDnType>1</v15:currentDnType>
        <v15:siteDevelopment>
          <v15:nrOfLinesTotal>32</v15:nrOfLinesTotal>
          <v15:nrOfLinesUsable>24</v15:nrOfLinesUsable>
        </v15:siteDevelopment>
      </v15:qualifAnswer>
    </v15:qualifResult>
  </v15:response>
</v15:qualifyByAddressResponse>
</soapenv:Body>
</soapenv:Envelope>

```

4.2 Creating a Full Access subscription

After the successful qualification, the order for the desired BBCS subscription can be sent to WSG. The following example shows an order for a Full Access. Note the reference to the qualification result of the previous interaction with WSG. (Chapter 4.1)

4.2.1 Request

```

<?xml version="1.0" encoding="iso-8859-1"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
  <soapenv:Header>

```



```
<wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
wssecurity-secext-1.0.xsd">
  <wsse:UsernameToken>
    <wsse:Username>hp_ws_test_777720</wsse:Username>
    <wsse:Password>Hp_wstest_09</wsse:Password>
  </wsse:UsernameToken>
</wsse:Security>
</soapenv:Header>
<soapenv:Body>
  <v15:create>
    <v15:request correlationId="--- WS faCreate">
      <v15:ptsId>777710</v15:ptsId>
      <v15:qualifNr>147112118</v15:qualifNr>
      <v15:qualifIndex>1</v15:qualifIndex>
      <v15:customerWishDateTime>2018-02-19T00:00:00.000+01:00</v15:customerWishDateTime>
      <v15:contactName>SOAP UI</v15:contactName>
      <v15:contactPhoneNr>0793143367</v15:contactPhoneNr>
      <v15:faPortNr>1</v15:faPortNr>
      <v15:fulfillmentTimeSlotQualifIndex>1</v15:fulfillmentTimeSlotQualifIndex>
    </v15:request>
  </v15:create>
</soapenv:Body>
</soapenv:Envelope>
```

4.2.2 Response

```
<?xml version="1.0" encoding="iso-8859-1"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v15:createResponse xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
      <v15:response correlationId="--- WS faCreate">
        <v15:success>true</v15:success>
        <v15:operationLogId>432709255</v15:operationLogId>
        <v15:orderNr>77771020180219000004000000</v15:orderNr>
      </v15:response>
    </v15:createResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

4.2.3 GUI

The order is visible in the WSG Full Access GUI:

Order Nr	Order Type	Order State	DN / VN / NSN	POA FA Id	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End	Transaction Timestamp	Contract Element	FA Technology	FA Device Location	DN Office	Region	External Reference
Detail 77771020130715000094000000	ACCESS_CREATE	PROCESSING	0108555261	?	15/07/2013	29/07/2013 12:12	29/07/2013 16:00	15/07/2013 13:29:20.837	Full Access (TAL)	classical ADSL	MOR	62MOR	Central	

The following Screenshots show the Service Status of the subscriber after the order is completed:

Detail Order

Main
Detail

PTS	777710 Testaccount Peter Rosenberger	Internal Reference	ISP-driven ORDER	
Order Nr	77771020130715000094000000	External Reference	-	
DN / VN / NSN (Requested)	0108555261	DN (STNR) / VN / NSN	0108555261	
STNR DDI	-	DN Type	-	Starting Point
Qualification Nr	86868423	Qualification Index	1	Fulfillment Time Slot Index
Order Type	ACCESS_CREATE	POA FA Id	?	Appointment Id
Order State	PROCESSING	Response	-	-
DN Office	62MOR	FA Device Location	MOR	Billing Zone
Contract Element	Full Access (TAL)	FA Technology	classical ADSL	FA Port Nr
Customer Wish Date	15/07/2013 00:00	Estimated Due Date/Time Start	29/07/2013 12:12	Estimated Due Date/Time End
Last modified	15/07/2013 13:29:20.837 Pol	Termination Date	-	29/07/2013 16:00
Comment	-	FA Port Nr (requested)	1	
Contact Person Name	SOAP UI	Contact Person Phone	0793143367	

History

User name	Order State	DN (STNR) / VN / NSN	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End	Transaction Date/Time	FA Technology	Comment	Response
Pol	PROCESSING	0108555261	15/07/2013 00:00	29/07/2013 12:12	29/07/2013 16:00	15/07/2013 13:29:20.837	classical ADSL		
Batch	CHECKED	0108555261	15/07/2013 00:00	29/07/2013 12:12	29/07/2013 16:00	15/07/2013 13:29:20.135	classical ADSL		
Batch	ENTERED	0108555261	15/07/2013 00:00	29/07/2013 12:12	29/07/2013 16:00	15/07/2013 13:28:20.790	classical ADSL		
HP Tester	ENTERED		15/07/2013 00:00	29/07/2013 12:12	29/07/2013 16:00	15/07/2013 13:28:12.332	classical ADSL		

Detail Order

Main	Detail
Address / Starting Point Region Central Billing Zone - Street, Nr, Building Schönstrasse, 1a, Chalet ZIP, City 307400, Gümligen Starting Point 62;MOR;3;10000;0 Contact Type 1 Contact Number 62 Number of Wires 2 wires	Cable Box UP Board Nr - UP Switching Place Nr - UP Type of Contact - UP Contact Nr - UP Coordinate X - UP Coordinate Y -
Qualification Request First Name First Name Last Name Last Name Building Building Street Street House Nr 12 ZIP 4004 City City	Further Details SG-MM - CPE Owner - Delivery Notification - BB Access - BB Port 1 Effective Speed - Calculated max. Bitrate - Measured max. Bitrate -

History

User name	Order State	DN (STNR) / VN / NSN	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End	Transaction Date/Time	FA Technology	Comment	Response
Pol	PROCESSING	0108555261	15/07/2013 00:00	29/07/2013 12:12	29/07/2013 16:00	15/07/2013 13:29:20.837	classical ADSL		
Batch	CHECKED	0108555261	15/07/2013 00:00	29/07/2013 12:12	29/07/2013 16:00	15/07/2013 13:29:20.135	classical ADSL		
Batch	ENTERED	0108555261	15/07/2013 00:00	29/07/2013 12:12	29/07/2013 16:00	15/07/2013 13:28:20.790	classical ADSL		
HP Tester	ENTERED		15/07/2013 00:00	29/07/2013 12:12	29/07/2013 16:00	15/07/2013 13:28:12.332	classical ADSL		

4.3 Modification of a Full Access description

Existing subscriptions can be modified to satisfy the new needs of a customer. In this Example the technology is changed from classical ADSL to VDSL

4.3.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
  <soapenv:Header/>
  <soapenv:Body>
    <v15:modifyPending>
      <v15:request correlationId="Regr Test faModifyPending">
        <v15:ptsId>777710</v15:ptsId>
        <v15:orderNr>77771020180219000004000000</v15:orderNr>
        <v15:qualifIndex>1</v15:qualifIndex>
        <v15:comment>WS faModifyPend Date, Qualif and Contact</v15:comment>
        <v15:qualifNr>147112118</v15:qualifNr>
        <v15:customerWishDateTime>2018-02-19T00:00:00.000+01:00</v15:customerWishDateTime>
        <v15:extRef>WS faModifyPend</v15:extRef>
        <v15:contactName>modifPend Contact</v15:contactName>
        <v15:contactPhoneNr>0584443593</v15:contactPhoneNr>
      </v15:request>
    </v15:modifyPending>
  </soapenv:Body>
</soapenv:Envelope>
```

4.3.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
  <soapenv:Body>
    <v15:modifyPendingResponse xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
      <v15:response correlationId="Regr Test faModifyPending">
        <v15:success>true</v15:success>
        <v15:operationLogId>432709256</v15:operationLogId>
        <v15:orderNr>77771020180219000004000000</v15:orderNr>
      </v15:response>
    </v15:modifyPendingResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

shows all notifications produced during the processing of the orders above.

4.4 Disconnection of a Full Access subscription

If the BBCS subscription is no longer needed it can be deprovisioned as shown in the following example

4.4.1 Request

```
<?xml version="1.0" encoding="iso-8859-1"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
  <soapenv:Header/>
  <soapenv:Body>
    <v15:disconnect>
      <v15:request correlationId="Regr Test Disconnect">
        <v15:ptsId>777710</v15:ptsId>
        <v15:qualifNr>147112118</v15:qualifNr>
        <v15:dnVnNsn>0182010300</v15:dnVnNsn>
        <v15:qualifIndex>1</v15:qualifIndex>
        <v15:customerWishDateTime>2018-02-20T05:00:00.000Z</v15:customerWishDateTime>
        <v15:comment>Disconnect ohne Qualif. by WS</v15:comment>
        <v15:extRef>Regr Test extRef</v15:extRef>
        <v15:fulfillmentTimeSlotQualifIndex>1</v15:fulfillmentTimeSlotQualifIndex>
      </v15:request>
    </v15:disconnect>
  </soapenv:Body>
</soapenv:Envelope>
```

4.4.2 Response

```
<?xml version="1.0" encoding="iso-8859-1"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
  <soapenv:Body>
    <v15:disconnectResponse xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
      <v15:response correlationId="Regr Test Disconnect">
        <v15:success>true</v15:success>
        <v15:operationLogId>432709271</v15:operationLogId>
        <v15:orderNr>77771020180219000005000000</v15:orderNr>
      </v15:response>
    </v15:disconnectResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

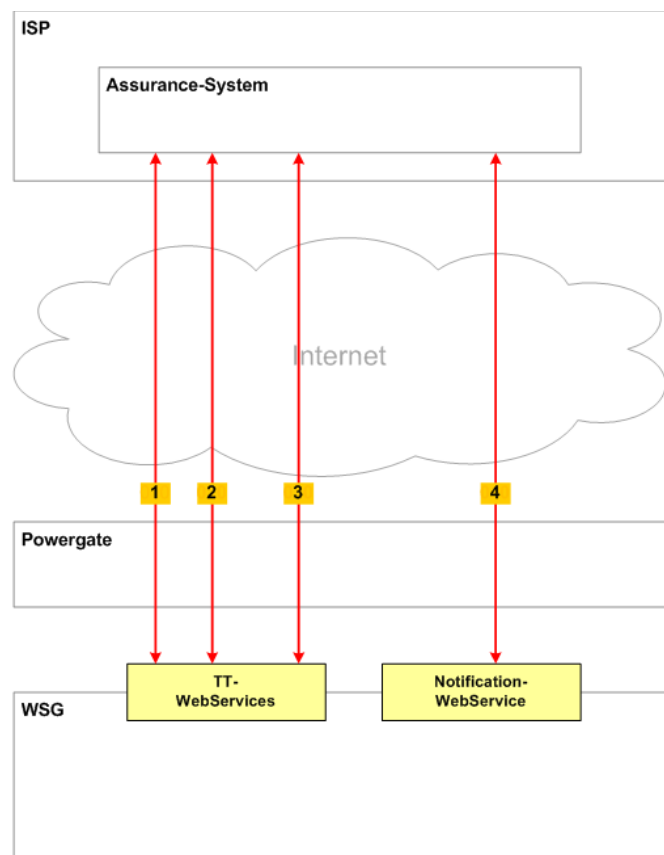
5 Assurance (BBCS Trouble Ticket)

For a detailed interface definition see[4].

5.1 Process Overview

The following picture shows the interactions between the ISP's assurance system and WSG:

- 1 xDSL Info**
ISP: Checks the current status of a subscription.
WSG: The response shows information about the subscription including line measurement data.
- 2 Trouble Ticket Creation**
ISP: A trouble ticket is sent to WSG.
WSG: WSG confirms the receipt of the trouble ticket.
- 3 Trouble Ticket Status**
ISP: The ISP can request information about the trouble ticket status at any time.
WSG: WSG returns the details of the trouble ticket.
- 4 Notifications**
ISP: The ISP can retrieve notifications about the progress of the trouble ticket processing for which he has subscribed.
WSG: The notifications that were created during the processing of the trouble ticket are returned.



5.2 Creation of a Trouble Ticket

If an existing BBCS subscription does not work (any more) a trouble ticket can be submitted as shown in the following example.

5.2.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v32="http://www.swisscom.com/wsg/tt/v32">
  <soapenv:Header/>
  <soapenv:Body>
    <v32:createTroubleTicket>
      <v32:request correlationId="createTroubleTicket">
        <v32:ispId>777710</v32:ispId>
        <v32:ispTtRef>WS TEST 1</v32:ispTtRef>
        <v32:ispPhoneNr>0584443593</v32:ispPhoneNr>
        <v32:endUser>
          <v32:street>Schorenstrasse</v32:street>
          <v32:houseNr>68e</v32:houseNr>
          <v32:building>1a</v32:building>
          <v32:zip>3000</v32:zip>
          <v32:city>Bern</v32:city>
          <v32:endUserName>EndUserName</v32:endUserName>
          <v32:endUserLogin>REndUserLogin</v32:endUserLogin>
          <v32:endUserPhoneNr>0794140424</v32:endUserPhoneNr>
        </v32:endUser>
        <v32:contactInfo>
          <v32:firstName>Hans</v32:firstName>
          <v32:lastName>Meier</v32:lastName>
          <v32:phoneNr>0313220133</v32:phoneNr>
          <v32:notificationType>2</v32:notificationType>
          <v32:notificationAddress>0786001221</v32:notificationAddress>
        </v32:contactInfo>
        <v32:dnVnNsn>0108542092</v32:dnVnNsn>
        <v32:dnType>13</v32:dnType>
        <v32:bbType>2</v32:bbType>
        <v32:stnrDdi/>
        <v32:problemDescription>any Problem with somewhat reason</v32:problemDescription>
        <v32:problemDateTime>2009-09-01T09:30:47.0+02:00</v32:problemDateTime>
        <v32:lastLoginDateTime>2009-09-01T08:30:47.0+02:00</v32:lastLoginDateTime>
        <v32:comment>any comment</v32:comment>
        <v32:serviceProblem>
          <v32:contrEleId>100</v32:contrEleId>
          <v32:serviceSpeedProfileNr>248</v32:serviceSpeedProfileNr>
          <v32:bbcsEquipment>Equipment</v32:bbcsEquipment>
          <v32:errorCategory>541</v32:errorCategory>
        </v32:serviceProblem>
        <v32:endUserNotificationType>Email</v32:endUserNotificationType>
        <v32:endUserNotificationAddress>WS TEST Notif Addr</v32:endUserNotificationAddress>
        <v32:ispApplicationId>100900</v32:ispApplicationId>
        <v32:ispApplicationEntityId/>
        <v32:measuredIspValues>Measurements ISP</v32:measuredIspValues>
        <v32:saSlaRequested>1</v32:saSlaRequested>
      </v32:request>
    </v32:createTroubleTicket>
  </soapenv:Body>
</soapenv:Envelope>
```

5.2.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v32:createTroubleTicketResponse xmlns:v32="http://www.swisscom.com/wsg/tt/v32">
      <v32:response correlationId="">
        <v32:success>true</v32:success>
        <v32:operationLogId>432709273</v32:operationLogId>
        <v32:ttIdWsg>2447837</v32:ttIdWsg>
        <v32:ttState>1</v32:ttState>
        <v32:dnType>13</v32:dnType>
        <v32:bbType>2</v32:bbType>
      </v32:response>
    </v32:createTroubleTicketResponse>
  </soapenv:Body>
</soapenv:Envelope>
```


5.2.3 GUI

Access Trouble Ticket Detail				
Main	xDSL Info	Response	CPE Info	Billing
Ticket Header Ticket ID 2447601 Ticket ID Sys SIM1232447601 Entered 12/07/2017 13:11 Closed 22/03/2010 11:11 Last modified 12/07/2017 13:12 by Pol TT State CLOSED Suspended No				
SLA Contr Element Best Effort SA SLA Intermediate SA SLA (Requested) - SA SLA (Calculated) Intermediate SA SLA Overruled No				
Checklist Problem Date/Time 01/09/2009 09:30 Last successful login 01/09/2009 08:30 TT Error Category 541 - No Signal				
DN Info DN / VN / NSN 0108542092 DN / VN / NSN (Requested) 0108542092				
Current Endpoint DN Office 64BOL BB Device Location BOL Site BOL Site Category RUS DSLAM Name IPC-HIR710-S-DM-11 Dslam Type CAN Available Technology Type VDSL Vectoring				
Connection BBCS connection type Netservices number BB Type VDSL BB ADSL Emulated No Speed Profile Nr max 2M down / 400k up Service Profile (Requested) max 2M down / 400k up Op Status Open Pipe Measure Technology Type VDSL2 Vectorized No Reason of Potential -				
Fiber Info OTO Id - OTO Plug Nr - OTO Partner Label - BEP Site Category -				
ISP ISP 777710 Testaccount WSG Team ISP phone 0584443593 ISP ticket ref. WS_TEST_1 ISP Application ID 100900 ISP Application Entity ID -				
End User End User Login REndUserLogin End User Name EndUserName End User Phone 0794140424 End User Company - End User Street/Nr Schorenstrasse 68e Building 1a End User ZIP/City 3000 Bern				
Contact Info Contact Person First Name Hans Contact Person Last Name Meier Contact Person Phone 0313220133 Contact Notification Type SMS Contact Notification EMail/SMS-Nr im Haus				
Site Development Fully Developed - Nr of Utilisation Units - Nr of Basic Connectivities -				
Problem description any Problem with somewhat reason				
Comment any comment				
Measured ISP Values Measurements ISP				

5.2.4 Trouble Ticket Detail

If, at any stage of the processing, the data retrieved via the Notification Service is not sufficient, then all the data of order can be retrieved by using the “getDetailBbcsTroubleTicket” operation of the Web service.

Appendix C: getDetail Bbcs TroubleTicket shows an example of the data that can be retrieved.

5.2.5 Notifications

During the whole processing, the trouble tickets can be tracked by retrieving notifications from the Notification Service.

See 8 Appendix B: Notifications created for “Assurance (BBCS Trouble Ticket)” shows all notifications produced during the processing of the TT above

5.3 Trouble Ticket Types and Restrictions

- For BBCS copper lines, a trouble ticket is only possible on one of the implemented services ("BestEffort", "Streaming" or "RealTime"); you cannot create a trouble ticket for a BBCS base Contract Element.
- For BBCS fiber lines no trouble tickets are possible in WSG.
- For ULL lines ("Full-Access" or "Full-Access Subloop") a trouble ticket can be created on this service itself

5.4 AccessProfile modification

You have the possibility to check the valid access Profiles for a defined line and to modify them.

5.4.1 getValidAccessProfiles

5.4.1.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v32="http://www.swisscom.com/wsg/tt/v32">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>theUsername</wsse:Username>
        <wsse:Password>thePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v32:getValidAccessProfilesRequest>
      <v32:request correlationId="getValidAccessProfiles">
        <v32:ispId>777710</v32:ispId>
        <v32:dnVnNsn>0108542092</v32:dnVnNsn>
      </v32:request>
    </v32:getValidAccessProfilesRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

5.4.1.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v32:getValidAccessProfilesResponse xmlns:v32="http://www.swisscom.com/wsg/tt/v32">
```

```

<v32:response correlationId="getValidAccessProfiles">
  <v32:success>true</v32:success>
  <v32:validAccessProfile>
    <v32:accessSpeedProfileNr>33</v32:accessSpeedProfileNr>
    <v32:psdClass>10</v32:psdClass>
    <v32:interleaveMode>3</v32:interleaveMode>
    <v32:bbType>2</v32:bbType>
    <v32:technologyType>1</v32:technologyType>
  </v32:validAccessProfile>
  <v32:validAccessProfile>
    <v32:accessSpeedProfileNr>33</v32:accessSpeedProfileNr>
    <v32:psdClass>20</v32:psdClass>
    <v32:interleaveMode>3</v32:interleaveMode>
    <v32:bbType>2</v32:bbType>
    <v32:technologyType>1</v32:technologyType>
  </v32:validAccessProfile>
  <v32:validAccessProfile>
    <v32:accessSpeedProfileNr>33</v32:accessSpeedProfileNr>
    <v32:psdClass>30</v32:psdClass>
    <v32:interleaveMode>3</v32:interleaveMode>
    <v32:bbType>2</v32:bbType>
    <v32:technologyType>1</v32:technologyType>
  </v32:validAccessProfile>
  <v32:validAccessProfile>
    <v32:accessSpeedProfileNr>34</v32:accessSpeedProfileNr>
    <v32:psdClass>10</v32:psdClass>
    <v32:interleaveMode>2</v32:interleaveMode>
    <v32:bbType>2</v32:bbType>
    <v32:technologyType>1</v32:technologyType>
  </v32:validAccessProfile>
  <v32:validAccessProfile>
    <v32:accessSpeedProfileNr>34</v32:accessSpeedProfileNr>
    <v32:psdClass>20</v32:psdClass>
    <v32:interleaveMode>2</v32:interleaveMode>
    <v32:bbType>2</v32:bbType>
    <v32:technologyType>1</v32:technologyType>
  </v32:validAccessProfile>
  <v32:validAccessProfile>
    <v32:accessSpeedProfileNr>34</v32:accessSpeedProfileNr>
    <v32:psdClass>30</v32:psdClass>
    <v32:interleaveMode>2</v32:interleaveMode>
    <v32:bbType>2</v32:bbType>
    <v32:technologyType>1</v32:technologyType>
  </v32:validAccessProfile>
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    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>511</v32:accessSpeedProfileNr>
        <v32:psdClass>30</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>515</v32:accessSpeedProfileNr>
        <v32:psdClass>10</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>515</v32:accessSpeedProfileNr>
        <v32:psdClass>20</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>515</v32:accessSpeedProfileNr>
        <v32:psdClass>30</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>510</v32:accessSpeedProfileNr>
        <v32:psdClass>10</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>510</v32:accessSpeedProfileNr>
        <v32:psdClass>20</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>510</v32:accessSpeedProfileNr>
        <v32:psdClass>30</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>512</v32:accessSpeedProfileNr>
        <v32:psdClass>10</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>

```

```

        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>512</v32:accessSpeedProfileNr>
        <v32:psdClass>20</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>512</v32:accessSpeedProfileNr>
        <v32:psdClass>30</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>516</v32:accessSpeedProfileNr>
        <v32:psdClass>10</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>516</v32:accessSpeedProfileNr>
        <v32:psdClass>20</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    <v32:validAccessProfile>
        <v32:accessSpeedProfileNr>516</v32:accessSpeedProfileNr>
        <v32:psdClass>30</v32:psdClass>
        <v32:interleaveMode>2</v32:interleaveMode>
        <v32:bbType>2</v32:bbType>
        <v32:technologyType>1</v32:technologyType>
    </v32:validAccessProfile>
    </v32:response>
</v32:getValidAccessProfilesResponse>
</soapenv:Body>
</soapenv:Envelope>

```

5.4.2 modifyAccessProfile

5.4.2.1 Request

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v32="http://www.swisscom.com/wsg/tt/v32">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>theUsername</wsse:Username>
        <wsse:Password>thePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v32:modifyAccessProfileRequest>
      <v32:request correlationId="anyCorrelation">
        <v32:ispId>777710</v32:ispId>
        <v32:dnVnNsn>0108542092</v32:dnVnNsn>
      </v32:request>
    </v32:modifyAccessProfileRequest>
  </soapenv:Body>
</soapenv:Envelope>

```

```

    <v32:accessSpeedProfileNr>33</v32:accessSpeedProfileNr>
    <v32:psdClass>20</v32:psdClass>
    <v32:interleaveMode>3</v32:interleaveMode>
    <v32:bbType>2</v32:bbType>
    <v32:technologyType>1</v32:technologyType>
  </v32:request>
</v32:modifyAccessProfileRequest>
</soapenv:Body>
</soapenv:Envelope>

```

5.4.2.2 Response

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v32:modifyAccessProfileResponse xmlns:v32="http://www.swisscom.com/wsg/tt/v32">
      <v32:response correlationId="anyCorrelation">
        <v32:success>true</v32:success>
        <v32:operationLogId>432688318</v32:operationLogId>
        <v32:orderNr>77771020180219000142000000</v32:orderNr>
      </v32:response>
    </v32:modifyAccessProfileResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

6 Voice Messages

Voice Messages can be used to detect if a subscriber has to be modified because of change to its voice service. If for example the subscriber moves to a new location, the BBCS subscription has to be modified too. In this case WSG automatically creates the necessary orders based on the Voice Messages.

6.1 GUI

The following Screenshots show the notifications created for the Voice Messages and the resulting Orders:

Notification Maintenance

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Number Of Entries: 30

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	Notification ID	ISP ID	Object	Object Type	Initiator	Activator	Object State	Object Step	Event	Transaction Date/Time
Detail	16622066	777710	BBCS-Order	BBCS_CREATE	SCS	Order	ACCEPTED	PONR	Order Notification	26.10.2010 13:32:00
Detail	16622065	777710	BBCS-Order	BBCS_CREATE	SCS	Order	ACCEPTED	PONR	Order Notification	26.10.2010 13:32:00
Detail	16622064	777710	BBCS-Order	BBCS_CREATE	SCS	Order	ACCEPTED	Order Confirmation	Order Notification	26.10.2010 13:28:00
Detail	16622063	777710	BBCS-Order	BBCS_CREATE	SCS	Order	ACCEPTED	Order Confirmation	Order Notification	26.10.2010 13:27:00
Detail	16622062	777710	BBCS-Order	BBCS_DISCONNECT	SCS	Order	ACCEPTED		Classical Notification	26.10.2010 13:23:00
Detail	16622061	777710	BBCS-Order	BBCS_CREATE	SCS	Order	PROCESSING		Order Notification	26.10.2010 13:22:00
Detail	16622060	777710	BBCS-Order	BBCS_CREATE	SCS	Order	PROCESSING		Order Notification	26.10.2010 13:22:00
Detail	16622059	777710	BBCS-Order	BBCS_CREATE	SCS	Order	CHECKED		Order Notification	26.10.2010 13:22:00
Detail	16622058	777710	BBCS-Order	BBCS_CREATE	SCS	Order	CHECKED		Order Notification	26.10.2010 13:22:00
Detail	16622057	777710	BBCS-Order	BBCS_DISCONNECT	SCS	Order	PROCESSING		Order Notification	26.10.2010 13:22:00
Detail	16622056	777710	BBCS-Order	BBCS_DISCONNECT	SCS	Order	CHECKED		Order Notification	26.10.2010 13:21:00
Detail	16622055	777710	BBCS-Order	BBCS_CREATE	SCS	Order	ENTERED		Order Notification	26.10.2010 13:20:00
Detail	16622054	777710	BBCS-Order	SRV_ADD	SCS	Order	HOLDING		Order Notification	26.10.2010 13:20:00
Detail	16622053	777710	BBCS-Order	SRV_ADD	SCS	Order	ENTERED		Order Notification	26.10.2010 13:19:00
Detail	16622052	777710	BBCS-Order	BBCS_DISCONNECT	SCS	Order	HOLDING		Order Notification	26.10.2010 13:19:00
Detail	16622051	777710	BBCS-Order	BBCS_CREATE	SCS	Order	ENTERED		Order Notification	26.10.2010 13:19:00
Detail	16622050	777710	BBCS-Order	BBCS_DISCONNECT	SCS	Order	HOLDING		Order Notification	26.10.2010 13:19:00
Detail	16622049	777710	BBCS-Order	BBCS_CREATE	SCS	Order	ENTERED		Order Notification	26.10.2010 13:19:00
Detail	16622048	777710	BBCS-Order	SRV_ADD	SCS	Order	HOLDING		Order Notification	26.10.2010 13:19:00
Detail	16622047	777710	BBCS-Order	SRV_ADD	SCS	Order	ENTERED		Order Notification	26.10.2010 13:18:00

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Notification Maintenance

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Number Of Entries: 30

[First/Prev] 1, 2 [Next/Last]

	Notification ID	ISP ID	Object	Object Type	Initiator	Activator	Object State	Object Step	Event	Transaction Date/Time
Detail	16622046	777710	BBCS-Order	BBCS_CREATE	SCS	Order	ENTERED		Order Notification	26.10.2010 13:18:00
Detail	16622045	777710	BBCS-Order	BBCS_DISCONNECT	SCS	Order	ENTERED		Order Notification	26.10.2010 13:18:00
Detail	16622044	777710	Voice Business	GV03	SCS	Voice Business			Classical Notification	26.10.2010 13:18:37
Detail	16622043	777710	Voice Business	GV03	SCS	Voice Business			Classical Notification	26.10.2010 13:18:37
Detail	16622042	777710	Voice Business	GV03	SCS	Voice Business			Classical Notification	26.10.2010 13:18:37
Detail	16622041	777710	Voice Business	GV03	SCS	Voice Business			Classical Notification	26.10.2010 13:17:41
Detail	16622040	777710	Voice Business	GV03	SCS	Voice Business			Classical Notification	26.10.2010 13:17:41
Detail	16622039	777710	Voice Business	GV03	SCS	Voice Business			Classical Notification	26.10.2010 13:17:40
Detail	16622038	777710	Voice Business	GV03	SCS	Voice Business			Classical Notification	26.10.2010 13:17:40
Detail	16622037	777710	Voice Business	GV03	SCS	Voice Business			Classical Notification	26.10.2010 13:17:40

[First/Prev] 1, 2 [Next/Last]

6.2 Notifications

During the whole processing, the voice messages and orders can be tracked by retrieving notifications from the Notification Service.

7 Appendix A: Notifications created for “Fulfillment (BBCS Order)”

7.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>TheUserName</wsse:Username>
        <wsse:Password>ThePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v20:getNotification xmlns:v20="http://www.swisscom.com/wsg/notification/v20">
      <v20:request>
        <v20:ispId>777710</v20:ispId>
        <v20:object>1</v20:object>
        <v20:notificationIdFrom>137743972</v20:notificationIdFrom>
      </v20:request>
    </v20:getNotification>
  </soapenv:Body>
</soapenv:Envelope>
```

7.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v20:getNotificationResponse xmlns:v20="http://www.swisscom.com/wsg/notification/v20">
      <v20:response>
        <v20:success>true</v20:success>
        <v20:limitReached>false</v20:limitReached>
        <v20:notification>
          <v20:notificationId>137744007</v20:notificationId>
          <v20:notificationDateTime>2017-05-22T10:32:50.426+02:00</v20:notificationDateTime>
          <v20:notificationEvent>1</v20:notificationEvent>
          <v20:object>1</v20:object>
          <v20:objectType>1</v20:objectType>
          <v20:initiator>1</v20:initiator>
          <v20:activator>1</v20:activator>
          <v20:objectState>1</v20:objectState>
          <v20:bbcsOrder>
            <v20:orderNr>77771020170522000032000000</v20:orderNr>
            <v20:dnVnNsn>0108728519</v20:dnVnNsn>
            <v20:extRef>Regression WS</v20:extRef>
            <v20:contrEleId>120</v20:contrEleId>
            <v20:orderType>1</v20:orderType>
            <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
            <v20:estimatedDueDateStart>2017-05-
            22T11:00:00.000+02:00</v20:estimatedDueDateStart>
            <v20:estimatedDueDateEnd>2017-05-
            22T13:00:00.000+02:00</v20:estimatedDueDateEnd>
            <v20:bbType>2</v20:bbType>
            <v20:opStatus>2</v20:opStatus>
            <v20:customerOrderNr>77771020170522000033000000</v20:customerOrderNr>
            <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
          </v20:bbcsOrder>
        </v20:notification>
        <v20:notification>
          <v20:notificationId>137744008</v20:notificationId>
          <v20:notificationDateTime>2017-05-22T10:32:51.663+02:00</v20:notificationDateTime>
          <v20:notificationEvent>1</v20:notificationEvent>
          <v20:object>1</v20:object>
```

```

<v20:objectType>13</v20:objectType>
<v20:initiator>1</v20:initiator>
<v20:activator>1</v20:activator>
<v20:objectState>1</v20:objectState>
<v20:bbcsOrder>
  <v20:orderNr>77771020170522000034000000</v20:orderNr>
  <v20:dnVnNsn>0108728519</v20:dnVnNsn>
  <v20:extRef>Regression SrvAdd Internet</v20:extRef>
  <v20:contrEleId>100</v20:contrEleId>
  <v20:orderType>13</v20:orderType>
  <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
  <v20:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v20:estimatedDueDateStart>
  <v20:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateEnd>
  <v20:customerOrderNr>77771020170522000033000000</v20:customerOrderNr>
  <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
  <v20:speedProfileNr>203</v20:speedProfileNr>
</v20:bbcsOrder>
</v20:notification>
<v20:notification>
  <v20:notificationId>137744009</v20:notificationId>
  <v20:notificationDateTime>2017-05-22T10:34:43.723+02:00</v20:notificationDateTime>
  <v20:notificationEvent>1</v20:notificationEvent>
  <v20:object>1</v20:object>
  <v20:objectType>1</v20:objectType>
  <v20:initiator>1</v20:initiator>
  <v20:activator>1</v20:activator>
  <v20:objectState>1</v20:objectState>
  <v20:bbcsOrder>
    <v20:orderNr>77771020170522000032000000</v20:orderNr>
    <v20:dnVnNsn>0108728519</v20:dnVnNsn>
    <v20:extRef>Regression WS</v20:extRef>
    <v20:contrEleId>120</v20:contrEleId>
    <v20:orderType>1</v20:orderType>
    <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
    <v20:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v20:estimatedDueDateStart>
    <v20:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateEnd>
    <v20:bbType>2</v20:bbType>
    <v20:dnType>13</v20:dnType>
    <v20:opStatus>2</v20:opStatus>
    <v20:customerOrderNr>77771020170522000033000000</v20:customerOrderNr>
    <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
    <v20:psdClass>20</v20:psdClass>
  </v20:bbcsOrder>
</v20:notification>
<v20:notification>
  <v20:notificationId>137744010</v20:notificationId>
  <v20:notificationDateTime>2017-05-22T10:36:06.367+02:00</v20:notificationDateTime>
  <v20:notificationEvent>2</v20:notificationEvent>
  <v20:object>1</v20:object>
  <v20:objectType>1</v20:objectType>
  <v20:initiator>1</v20:initiator>
  <v20:activator>1</v20:activator>
  <v20:objectState>4</v20:objectState>
  <v20:bbcsOrder>
    <v20:orderNr>77771020170522000032000000</v20:orderNr>
    <v20:dnVnNsn>0108728519</v20:dnVnNsn>
    <v20:speedProfileNrAccess>170</v20:speedProfileNrAccess>
    <v20:extRef>Regression WS</v20:extRef>
    <v20:contrEleId>120</v20:contrEleId>
    <v20:orderType>1</v20:orderType>
    <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>

```

```

                <v20:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v20:estimatedDueDateStart>
                <v20:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateEnd>
                <v20:bbType>2</v20:bbType>
                <v20:dnType>13</v20:dnType>
                <v20:poolType>pool12</v20:poolType>
                <v20:interleaveMode>2</v20:interleaveMode>
                <v20:opStatus>7</v20:opStatus>
                <v20:customerOrderNr>77771020170522000033000000</v20:customerOrderNr>
                <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
                <v20:psdClass>20</v20:psdClass>
            </v20:bbcsOrder>
        </v20:notification>
        <v20:notification>
            <v20:notificationId>137744011</v20:notificationId>
            <v20:notificationDateTime>2017-05-22T10:36:06.514+02:00</v20:notificationDateTime>
            <v20:notificationEvent>2</v20:notificationEvent>
            <v20:object>1</v20:object>
            <v20:objectType>1</v20:objectType>
            <v20:initiator>1</v20:initiator>
            <v20:activator>1</v20:activator>
            <v20:objectState>5</v20:objectState>
            <v20:bbcsOrder>
                <v20:orderNr>77771020170522000032000000</v20:orderNr>
                <v20:dnVnNsn>0108728519</v20:dnVnNsn>
                <v20:speedProfileNrAccess>170</v20:speedProfileNrAccess>
                <v20:extRef>Regression WS</v20:extRef>
                <v20:contrEleId>120</v20:contrEleId>
                <v20:orderType>1</v20:orderType>
                <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
                <v20:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v20:estimatedDueDateStart>
                <v20:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateEnd>
                <v20:bbType>2</v20:bbType>
                <v20:dnType>13</v20:dnType>
                <v20:poolType>pool12</v20:poolType>
                <v20:interleaveMode>2</v20:interleaveMode>
                <v20:opStatus>7</v20:opStatus>
                <v20:customerOrderNr>77771020170522000033000000</v20:customerOrderNr>
                <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
                <v20:psdClass>20</v20:psdClass>
            </v20:bbcsOrder>
        </v20:notification>
        <v20:notification>
            <v20:notificationId>137744012</v20:notificationId>
            <v20:notificationDateTime>2017-05-22T10:37:13.285+02:00</v20:notificationDateTime>
            <v20:notificationEvent>1</v20:notificationEvent>
            <v20:object>1</v20:object>
            <v20:objectType>2</v20:objectType>
            <v20:initiator>1</v20:initiator>
            <v20:activator>1</v20:activator>
            <v20:objectState>1</v20:objectState>
            <v20:bbcsOrder>
                <v20:orderNr>77771020170522000036000000</v20:orderNr>
                <v20:dnVnNsn>0719875577</v20:dnVnNsn>
                <v20:extRef>extRef RegressionWs modify Type</v20:extRef>
                <v20:contrEleId>110</v20:contrEleId>
                <v20:orderType>2</v20:orderType>
                <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
                <v20:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v20:estimatedDueDateStart>
                <v20:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateEnd>

```

```

        <v20:bbType>2</v20:bbType>
        <v20:customerOrderNr>77771020170522000037000000</v20:customerOrderNr>
        <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
    </v20:bbcsOrder>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744013</v20:notificationId>
    <v20:notificationDateTime>2017-05-22T10:38:49.073+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>1</v20:object>
    <v20:objectType>2</v20:objectType>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>1</v20:objectState>
    <v20:bbcsOrder>
        <v20:orderNr>77771020170522000036000000</v20:orderNr>
        <v20:dnVnNsn>0719875577</v20:dnVnNsn>
        <v20:extRef>extRef RegressionWs modify Type</v20:extRef>
        <v20:contrEleId>110</v20:contrEleId>
        <v20:orderType>2</v20:orderType>
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        <v20:site>BOLQ</v20:site>
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return</v20:reasonComment>
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      <v20:accessNet>BOL</v20:accessNet>
      <v20:bbDeviceLocation>DELOC</v20:bbDeviceLocation>
      <v20:site>BOLQ</v20:site>
    </v20:endPoint>
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        <v20:poolType>pool2</v20:poolType>
        <v20:interleaveMode>2</v20:interleaveMode>
        <v20:opStatus>7</v20:opStatus>
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        <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
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        <v20:switchingPlaceNr>0</v20:switchingPlaceNr>
        <v20:contactType>5</v20:contactType>
        <v20:contactNr>11</v20:contactNr>
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        <v20:coordinateY>266730</v20:coordinateY>
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        <v20:accessNet>BOL</v20:accessNet>
        <v20:bbDeviceLocation>DELOC</v20:bbDeviceLocation>
        <v20:site>BOLQ</v20:site>
        </v20:endPoint>
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        <v20:networkType>3</v20:networkType>
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  <v20:contactNr>11</v20:contactNr>
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return</v20:reasonComment>
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return</v20:reasonComment>
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return</v20:reasonComment>
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return</v20:reasonComment>
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      <v20:dnVnNsn>0108728519</v20:dnVnNsn>
      <v20:speedProfileNrAccess>59</v20:speedProfileNrAccess>
      <v20:extRef>Regression SrvAdd Internet</v20:extRef>
      <v20:reasonComment>Point of no return; PONR Point of no
return</v20:reasonComment>
      <v20:contrEleId>100</v20:contrEleId>
      <v20:orderType>13</v20:orderType>
      <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
      <v20:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v20:estimatedDueDateStart>
      <v20:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateEnd>
      <v20:bbType>2</v20:bbType>
      <v20:dnType>13</v20:dnType>
      <v20:interleaveMode>2</v20:interleaveMode>
      <v20:opStatus>2</v20:opStatus>
      <v20:customerOrderNr>77771020170522000033000000</v20:customerOrderNr>
      <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
      <v20:speedProfileNr>203</v20:speedProfileNr>
      <v20:effectiveSpeed>
        <v20:up>500</v20:up>
        <v20:down>5000</v20:down>
      </v20:effectiveSpeed>
      <v20:psdClass>20</v20:psdClass>
      <v20:networkType>3</v20:networkType>
    </v20:bbcsOrder>
  </v20:notification>
  <v20:notification>
    <v20:notificationId>137744035</v20:notificationId>
    <v20:notificationDateTime>2017-05-22T10:53:26.954+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>1</v20:object>
    <v20:objectType>13</v20:objectType>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>6</v20:objectState>
    <v20:bbcsOrder>
      <v20:orderNr>77771020170522000034000000</v20:orderNr>
      <v20:dnVnNsn>0108728519</v20:dnVnNsn>
      <v20:speedProfileNrAccess>59</v20:speedProfileNrAccess>
      <v20:extRef>Regression SrvAdd Internet</v20:extRef>
      <v20:reasonComment>Point of no return; PONR Point of no
return</v20:reasonComment>
      <v20:contrEleId>100</v20:contrEleId>
      <v20:orderType>13</v20:orderType>
      <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
      <v20:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v20:estimatedDueDateStart>
      <v20:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateEnd>
      <v20:bbType>2</v20:bbType>
      <v20:dnType>13</v20:dnType>
      <v20:interleaveMode>2</v20:interleaveMode>
      <v20:opStatus>2</v20:opStatus>
      <v20:customerOrderNr>77771020170522000033000000</v20:customerOrderNr>
      <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
      <v20:speedProfileNr>203</v20:speedProfileNr>
      <v20:effectiveSpeed>
        <v20:up>500</v20:up>
        <v20:down>5000</v20:down>
      </v20:effectiveSpeed>
      <v20:psdClass>20</v20:psdClass>
      <v20:networkType>3</v20:networkType>
    </v20:bbcsOrder>
  </v20:notification>

```

```

        </v20:bbcsOrder>
    </v20:notification>
    <v20:notification>
        <v20:notificationId>137744036</v20:notificationId>
        <v20:notificationDateTime>2017-05-22T10:53:27.870+02:00</v20:notificationDateTime>
        <v20:notificationEvent>2</v20:notificationEvent>
        <v20:object>1</v20:object>
        <v20:objectType>13</v20:objectType>
        <v20:initiator>1</v20:initiator>
        <v20:activator>1</v20:activator>
        <v20:objectState>7</v20:objectState>
        <v20:bbcsOrder>
            <v20:orderNr>77771020170522000034000000</v20:orderNr>
            <v20:dnVnNsn>0108728519</v20:dnVnNsn>
            <v20:speedProfileNrAccess>59</v20:speedProfileNrAccess>
            <v20:extRef>Regression SrvAdd Internet</v20:extRef>
            <v20:reasonComment>Point of no return; PONR Point of no
return</v20:reasonComment>
            <v20:contrEleId>100</v20:contrEleId>
            <v20:orderType>13</v20:orderType>
            <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
            <v20:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v20:estimatedDueDateStart>
            <v20:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateEnd>
            <v20:bbType>2</v20:bbType>
            <v20:dnType>13</v20:dnType>
            <v20:interleaveMode>2</v20:interleaveMode>
            <v20:opStatus>2</v20:opStatus>
            <v20:customerOrderNr>77771020170522000033000000</v20:customerOrderNr>
            <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
            <v20:speedProfileNr>203</v20:speedProfileNr>
            <v20:effectiveSpeed>
                <v20:up>500</v20:up>
                <v20:down>5000</v20:down>
            </v20:effectiveSpeed>
            <v20:psdClass>20</v20:psdClass>
            <v20:networkType>3</v20:networkType>
        </v20:bbcsOrder>
    </v20:notification>
    <v20:notification>
        <v20:notificationId>137744037</v20:notificationId>
        <v20:notificationDateTime>2017-05-22T10:53:29.578+02:00</v20:notificationDateTime>
        <v20:notificationEvent>2</v20:notificationEvent>
        <v20:object>1</v20:object>
        <v20:objectType>13</v20:objectType>
        <v20:initiator>1</v20:initiator>
        <v20:activator>1</v20:activator>
        <v20:objectState>7</v20:objectState>
        <v20:bbcsOrder>
            <v20:orderNr>77771020170522000034000000</v20:orderNr>
            <v20:dnVnNsn>0108728519</v20:dnVnNsn>
            <v20:speedProfileNrAccess>59</v20:speedProfileNrAccess>
            <v20:extRef>Regression SrvAdd Internet</v20:extRef>
            <v20:reasonComment>Point of no return; PONR Point of no
return</v20:reasonComment>
            <v20:contrEleId>100</v20:contrEleId>
            <v20:orderType>13</v20:orderType>
            <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
            <v20:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v20:estimatedDueDateStart>
            <v20:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateEnd>
            <v20:bbType>2</v20:bbType>
            <v20:dnType>13</v20:dnType>

```

```

        <v20:interleaveMode>2</v20:interleaveMode>
        <v20:opStatus>2</v20:opStatus>
        <v20:customerOrderNr>77771020170522000033000000</v20:customerOrderNr>
        <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
        <v20:speedProfileNr>203</v20:speedProfileNr>
        <v20:effectiveSpeed>
            <v20:up>500</v20:up>
            <v20:down>5000</v20:down>
        </v20:effectiveSpeed>
        <v20:psdClass>20</v20:psdClass>
        <v20:networkType>3</v20:networkType>
    </v20:bbcsOrder>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744038</v20:notificationId>
    <v20:notificationDateTime>2017-05-22T10:53:56.311+02:00</v20:notificationDateTime>
    <v20:notificationEvent>2</v20:notificationEvent>
    <v20:object>1</v20:object>
    <v20:objectType>13</v20:objectType>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>13</v20:objectState>
    <v20:bbcsOrder>
        <v20:orderNr>77771020170522000034000000</v20:orderNr>
        <v20:dnVnNsn>0108728519</v20:dnVnNsn>
        <v20:speedProfileNrAccess>59</v20:speedProfileNrAccess>
        <v20:extRef>Regression SrvAdd Internet</v20:extRef>
        <v20:contrEleId>100</v20:contrEleId>
        <v20:orderType>13</v20:orderType>
        <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
        <v20:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v20:estimatedDueDateStart>
        <v20:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateEnd>
        <v20:bbType>2</v20:bbType>
        <v20:dnType>13</v20:dnType>
        <v20:interleaveMode>2</v20:interleaveMode>
        <v20:opStatus>2</v20:opStatus>
        <v20:customerOrderNr>77771020170522000033000000</v20:customerOrderNr>
        <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
        <v20:speedProfileNr>203</v20:speedProfileNr>
        <v20:psdClass>20</v20:psdClass>
        <v20:networkType>3</v20:networkType>
    </v20:bbcsOrder>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744039</v20:notificationId>
    <v20:notificationDateTime>2017-05-22T11:34:16.012+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>1</v20:object>
    <v20:objectType>2</v20:objectType>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>1</v20:objectState>
    <v20:bbcsOrder>
        <v20:orderNr>77771020170522000046000000</v20:orderNr>
        <v20:dnVnNsn>0719875577</v20:dnVnNsn>
        <v20:extRef>extRef RegressionWs modify Type</v20:extRef>
        <v20:contrEleId>110</v20:contrEleId>
        <v20:orderType>2</v20:orderType>
        <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
        <v20:estimatedDueDateStart>2017-05-
22T12:00:00.000+02:00</v20:estimatedDueDateStart>
        <v20:estimatedDueDateEnd>2017-05-
22T14:00:00.000+02:00</v20:estimatedDueDateEnd>

```

```

        <v20:bbType>2</v20:bbType>
        <v20:customerOrderNr>77771020170522000047000000</v20:customerOrderNr>
        <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
    </v20:bbcsOrder>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744040</v20:notificationId>
    <v20:notificationDateTime>2017-05-22T11:36:13.604+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>1</v20:object>
    <v20:objectType>2</v20:objectType>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>1</v20:objectState>
    <v20:bbcsOrder>
        <v20:orderNr>77771020170522000046000000</v20:orderNr>
        <v20:dnVnNsn>0719875577</v20:dnVnNsn>
        <v20:extRef>extRef RegressionWs modify Type</v20:extRef>
        <v20:contrEleId>110</v20:contrEleId>
        <v20:orderType>2</v20:orderType>
        <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
        <v20:estimatedDueDateStart>2017-05-
22T12:00:00.000+02:00</v20:estimatedDueDateStart>
        <v20:estimatedDueDateEnd>2017-05-
22T14:00:00.000+02:00</v20:estimatedDueDateEnd>
        <v20:bbType>2</v20:bbType>
        <v20:dnType>1</v20:dnType>
        <v20:opStatus>2</v20:opStatus>
        <v20:customerOrderNr>77771020170522000047000000</v20:customerOrderNr>
        <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
        <v20:psdClass>20</v20:psdClass>
    </v20:bbcsOrder>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744041</v20:notificationId>
    <v20:notificationDateTime>2017-05-22T12:17:29.135+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>1</v20:object>
    <v20:objectType>2</v20:objectType>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>1</v20:objectState>
    <v20:bbcsOrder>
        <v20:orderNr>77771020170522000048000000</v20:orderNr>
        <v20:dnVnNsn>0719875577</v20:dnVnNsn>
        <v20:extRef>extRef RegressionWs modify Type</v20:extRef>
        <v20:contrEleId>110</v20:contrEleId>
        <v20:orderType>2</v20:orderType>
        <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
        <v20:estimatedDueDateStart>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateStart>
        <v20:estimatedDueDateEnd>2017-05-
22T15:00:00.000+02:00</v20:estimatedDueDateEnd>
        <v20:bbType>2</v20:bbType>
        <v20:customerOrderNr>77771020170522000049000000</v20:customerOrderNr>
        <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
    </v20:bbcsOrder>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744042</v20:notificationId>
    <v20:notificationDateTime>2017-05-22T12:17:29.787+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>1</v20:object>
    <v20:objectType>13</v20:objectType>
    <v20:initiator>1</v20:initiator>

```

```

    <v20:activator>1</v20:activator>
    <v20:objectState>1</v20:objectState>
    <v20:bbcsOrder>
      <v20:orderNr>77771020170522000050000000</v20:orderNr>
      <v20:dnVnNsn>0719875577</v20:dnVnNsn>
      <v20:extRef>extRef RegressionSrvTst</v20:extRef>
      <v20:contrEleId>9</v20:contrEleId>
      <v20:orderType>13</v20:orderType>
      <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
      <v20:estimatedDueDateStart>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateStart>
      <v20:estimatedDueDateEnd>2017-05-
22T15:00:00.000+02:00</v20:estimatedDueDateEnd>
      <v20:customerOrderNr>77771020170522000049000000</v20:customerOrderNr>
      <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
      <v20:speedProfileNr>0</v20:speedProfileNr>
    </v20:bbcsOrder>
  </v20:notification>
  <v20:notification>
    <v20:notificationId>137744043</v20:notificationId>
    <v20:notificationDateTime>2017-05-22T12:19:16.747+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>1</v20:object>
    <v20:objectType>2</v20:objectType>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>1</v20:objectState>
    <v20:bbcsOrder>
      <v20:orderNr>77771020170522000048000000</v20:orderNr>
      <v20:dnVnNsn>0719875577</v20:dnVnNsn>
      <v20:extRef>extRef RegressionWs modify Type</v20:extRef>
      <v20:contrEleId>110</v20:contrEleId>
      <v20:orderType>2</v20:orderType>
      <v20:customerWishDate>2017-05-22+02:00</v20:customerWishDate>
      <v20:estimatedDueDateStart>2017-05-
22T13:00:00.000+02:00</v20:estimatedDueDateStart>
      <v20:estimatedDueDateEnd>2017-05-
22T15:00:00.000+02:00</v20:estimatedDueDateEnd>
      <v20:bbType>2</v20:bbType>
      <v20:dnType>1</v20:dnType>
      <v20:opStatus>2</v20:opStatus>
      <v20:customerOrderNr>77771020170522000049000000</v20:customerOrderNr>
      <v20:accessSpeedChanged>1</v20:accessSpeedChanged>
      <v20:psdClass>20</v20:psdClass>
    </v20:bbcsOrder>
  </v20:notification>
</v20:response>
</v20:getNotificationResponse>
</soapenv:Body>
</soapenv:Envelope>

```

8 Appendix B: Notifications created for “<?xml version=“1.0” encoding=“iso-8859-1”?”

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v15:disconnectResponse xmlns:v15="http://www.swisscom.com/wsg/fa/v15">
      <v15:response correlationId="Regr Test Disconnect">
        <v15:succes>true</v15:succes>
        <v15:operationLogId>432709271</v15:operationLogId>
        <v15:orderNr>77771020180219000005000000</v15:orderNr>
      </v15:response>
    </v15:disconnectResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

9 **</soapenv:Envelope>**

10 Assurance (BBCS Trouble Ticket)

10.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>TheUserName</wsse:Username>
        <wsse:Password>ThePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v20:getNotification xmlns:v20="http://www.swisscom.com/wsg/notification/v20">
      <v20:request>
        <v20:ispId>777710</v20:ispId>
        <v20:object>3</v20:object>
        <v20:notificationIdFrom>137743972</v20:notificationIdFrom>
      </v20:request>
    </v20:getNotification>
  </soapenv:Body>
</soapenv:Envelope>
```

10.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v20:getNotificationResponse xmlns:v20="http://www.swisscom.com/wsg/notification/v20">
      <v20:response>
        <v20:success>true</v20:success>
        <v20:limitReached>false</v20:limitReached>
        <v20:notification>
          <v20:notificationId>137744131</v20:notificationId>
          <v20:notificationDateTime>2017-07-12T13:26:16.000+02:00</v20:notificationDateTime>
          <v20:notificationEvent>1</v20:notificationEvent>
          <v20:object>3</v20:object>
          <v20:initiator>1</v20:initiator>
          <v20:activator>1</v20:activator>
          <v20:objectState>1</v20:objectState>
          <v20:ispApplicationId>100900</v20:ispApplicationId>
          <v20:bbcsAccessTt>
            <v20:ttIdWsg>2447602</v20:ttIdWsg>
            <v20:dnVnNsn>0108542092</v20:dnVnNsn>
            <v20:extRef>WS_TEST_1</v20:extRef>
            <v20:saSlaRequested>1</v20:saSlaRequested>
            <v20:speedProfileNr>248</v20:speedProfileNr>
          </v20:bbcsAccessTt>
        </v20:notification>
        <v20:notification>
          <v20:notificationId>137744132</v20:notificationId>
          <v20:notificationDateTime>2017-07-12T13:26:16.000+02:00</v20:notificationDateTime>
          <v20:notificationEvent>1</v20:notificationEvent>
          <v20:object>3</v20:object>
          <v20:initiator>1</v20:initiator>
          <v20:activator>1</v20:activator>
          <v20:objectState>3</v20:objectState>
          <v20:ispApplicationId>100900</v20:ispApplicationId>
          <v20:bbcsAccessTt>
            <v20:ttIdWsg>2447602</v20:ttIdWsg>
          </v20:bbcsAccessTt>
        </v20:notification>
      </v20:response>
    </v20:getNotificationResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```

        <v20:dnVnNsn>0108542092</v20:dnVnNsn>
        <v20:extRef>WS_TEST_1</v20:extRef>
        <v20:saSla>4</v20:saSla>
        <v20:speedProfileNr>248</v20:speedProfileNr>
        <v20:effectiveSpeed>
            <v20:up>400</v20:up>
            <v20:down>2000</v20:down>
        </v20:effectiveSpeed>
    </v20:bbcsAccessTt>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744133</v20:notificationId>
    <v20:notificationDateTime>2017-07-12T13:26:18.000+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>3</v20:object>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>4</v20:objectState>
    <v20:ispApplicationId>100900</v20:ispApplicationId>
    <v20:bbcsAccessTt>
        <v20:ttIdWsg>2447602</v20:ttIdWsg>
        <v20:dnVnNsn>0108542092</v20:dnVnNsn>
        <v20:extRef>WS_TEST_1</v20:extRef>
        <v20:saSla>4</v20:saSla>
        <v20:speedProfileNr>248</v20:speedProfileNr>
        <v20:effectiveSpeed>
            <v20:up>400</v20:up>
            <v20:down>2000</v20:down>
        </v20:effectiveSpeed>
    </v20:bbcsAccessTt>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744134</v20:notificationId>
    <v20:notificationDateTime>2017-07-12T13:26:18.000+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>3</v20:object>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>4</v20:objectState>
    <v20:ispApplicationId>100900</v20:ispApplicationId>
    <v20:bbcsAccessTt>
        <v20:ttIdWsg>2447602</v20:ttIdWsg>
        <v20:dnVnNsn>0108542092</v20:dnVnNsn>
        <v20:extRef>WS_TEST_1</v20:extRef>
        <v20:responseComment>Sent to TT system</v20:responseComment>
        <v20:saSla>4</v20:saSla>
        <v20:speedProfileNr>248</v20:speedProfileNr>
        <v20:effectiveSpeed>
            <v20:up>400</v20:up>
            <v20:down>2000</v20:down>
        </v20:effectiveSpeed>
    </v20:bbcsAccessTt>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744135</v20:notificationId>
    <v20:notificationDateTime>2017-07-12T13:26:23.000+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>3</v20:object>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>4</v20:objectState>
    <v20:ispApplicationId>100900</v20:ispApplicationId>
    <v20:bbcsAccessTt>
        <v20:ttIdWsg>2447602</v20:ttIdWsg>
        <v20:dnVnNsn>0108542092</v20:dnVnNsn>

```



```

<v20:extRef>WS_TEST_1</v20:extRef>
<v20:responseComment>Received by TT system</v20:responseComment>
<v20:saSla>4</v20:saSla>
<v20:speedProfileNr>248</v20:speedProfileNr>
<v20:effectiveSpeed>
  <v20:up>400</v20:up>
  <v20:down>2000</v20:down>
</v20:effectiveSpeed>
</v20:bbcsAccessTt>
</v20:notification>
<v20:notification>
  <v20:notificationId>137744136</v20:notificationId>
  <v20:notificationDateTime>2017-07-12T13:26:23.000+02:00</v20:notificationDateTime>
  <v20:notificationEvent>1</v20:notificationEvent>
  <v20:object>3</v20:object>
  <v20:initiator>1</v20:initiator>
  <v20:activator>1</v20:activator>
  <v20:objectState>5</v20:objectState>
  <v20:ispApplicationId>100900</v20:ispApplicationId>
  <v20:bbcsAccessTt>
    <v20:ttIdWsg>2447602</v20:ttIdWsg>
    <v20:dnVnNsn>0108542092</v20:dnVnNsn>
    <v20:extRef>WS_TEST_1</v20:extRef>
    <v20:responseComment>Processing by TT system</v20:responseComment>
    <v20:saSla>4</v20:saSla>
    <v20:speedProfileNr>248</v20:speedProfileNr>
    <v20:effectiveSpeed>
      <v20:up>400</v20:up>
      <v20:down>2000</v20:down>
    </v20:effectiveSpeed>
  </v20:bbcsAccessTt>
</v20:notification>
<v20:notification>
  <v20:notificationId>137744137</v20:notificationId>
  <v20:notificationDateTime>2017-07-12T13:26:23.000+02:00</v20:notificationDateTime>
  <v20:notificationEvent>1</v20:notificationEvent>
  <v20:object>3</v20:object>
  <v20:initiator>1</v20:initiator>
  <v20:activator>1</v20:activator>
  <v20:objectState>5</v20:objectState>
  <v20:ispApplicationId>100900</v20:ispApplicationId>
  <v20:bbcsAccessTt>
    <v20:ttIdWsg>2447602</v20:ttIdWsg>
    <v20:dnVnNsn>0108542092</v20:dnVnNsn>
    <v20:extRef>WS_TEST_1</v20:extRef>
    <v20:progressCommentCode>60</v20:progressCommentCode>
    <v20:responseComment>dispatching</v20:responseComment>
    <v20:saSla>4</v20:saSla>
    <v20:speedProfileNr>248</v20:speedProfileNr>
    <v20:effectiveSpeed>
      <v20:up>400</v20:up>
      <v20:down>2000</v20:down>
    </v20:effectiveSpeed>
  </v20:bbcsAccessTt>
</v20:notification>
<v20:notification>
  <v20:notificationId>137744138</v20:notificationId>
  <v20:notificationDateTime>2017-07-12T13:26:24.000+02:00</v20:notificationDateTime>
  <v20:notificationEvent>1</v20:notificationEvent>
  <v20:object>3</v20:object>
  <v20:initiator>1</v20:initiator>
  <v20:activator>1</v20:activator>
  <v20:objectState>5</v20:objectState>
  <v20:ispApplicationId>100900</v20:ispApplicationId>
  <v20:bbcsAccessTt>

```

```

        <v20:ttIdWsg>2447602</v20:ttIdWsg>
        <v20:dnVnNsn>0108542092</v20:dnVnNsn>
        <v20:extRef>WS TEST 1</v20:extRef>
        <v20:progressCommentCode>58</v20:progressCommentCode>
        <v20:responseComment>done</v20:responseComment>
        <v20:saSla>4</v20:saSla>
        <v20:speedProfileNr>248</v20:speedProfileNr>
        <v20:effectiveSpeed>
            <v20:up>400</v20:up>
            <v20:down>2000</v20:down>
        </v20:effectiveSpeed>
    </v20:bbcsAccessTt>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744139</v20:notificationId>
    <v20:notificationDateTime>2017-07-12T13:26:24.000+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>3</v20:object>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>6</v20:objectState>
    <v20:ispApplicationId>100900</v20:ispApplicationId>
    <v20:bbcsAccessTt>
        <v20:ttIdWsg>2447602</v20:ttIdWsg>
        <v20:dnVnNsn>0108542092</v20:dnVnNsn>
        <v20:extRef>WS TEST 1</v20:extRef>
        <v20:progressCommentCode>64</v20:progressCommentCode>
        <v20:responseComment>closed confirmed</v20:responseComment>
        <v20:saSla>4</v20:saSla>
        <v20:speedProfileNr>248</v20:speedProfileNr>
        <v20:effectiveSpeed>
            <v20:up>400</v20:up>
            <v20:down>2000</v20:down>
        </v20:effectiveSpeed>
    </v20:bbcsAccessTt>
</v20:notification>
<v20:notification>
    <v20:notificationId>137744140</v20:notificationId>
    <v20:notificationDateTime>2017-07-12T13:26:24.000+02:00</v20:notificationDateTime>
    <v20:notificationEvent>1</v20:notificationEvent>
    <v20:object>3</v20:object>
    <v20:initiator>1</v20:initiator>
    <v20:activator>1</v20:activator>
    <v20:objectState>6</v20:objectState>
    <v20:ispApplicationId>100900</v20:ispApplicationId>
    <v20:bbcsAccessTt>
        <v20:ttIdWsg>2447602</v20:ttIdWsg>
        <v20:dnVnNsn>0108542092</v20:dnVnNsn>
        <v20:extRef>WS TEST 1</v20:extRef>
        <v20:responseCommentCode>207</v20:responseCommentCode>
        <v20:responseComment>IP-Access Swisscom O.K.</v20:responseComment>
        <v20:saSla>4</v20:saSla>
        <v20:speedProfileNr>248</v20:speedProfileNr>
        <v20:effectiveSpeed>
            <v20:up>400</v20:up>
            <v20:down>2000</v20:down>
        </v20:effectiveSpeed>
    </v20:bbcsAccessTt>
</v20:notification>
</v20:response>
</v20:getNotificationResponse>
</soapenv:Body>
</soapenv:Envelope>

```

11 Appendix C: getDetail BBCS TroubleTicket

11.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v31="http://www.swisscom.com/wsg/tt/v31">
  <soapenv:Header/>
  <soapenv:Body>
    <v31:getDetailTroubleTicket>
      <v31:request correlationId="getDetailTroubleTicket">
        <v31:ispId>777710</v31:ispId>
        <v31:ttIdWsg>2447601</v31:ttIdWsg>
      </v31:request>
    </v31:getDetailTroubleTicket>
  </soapenv:Body>
</soapenv:Envelope>
```

11.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v31="http://www.swisscom.com/wsg/tt/v31">
  <soapenv:Body>
    <v31:getDetailTroubleTicketResponse xmlns:v31="http://www.swisscom.com/wsg/tt/v31">
      <v31:response>
        <v31:success>true</v31:success>
        <v31:ticket>
          <v31:ttState>3</v31:ttState>
          <v31:entryDateTime>2018-02-06T16:32:49.000+01:00</v31:entryDateTime>
          <v31:lastModifiedDateTime>2018-02-06T16:32:49.000+01:00</v31:lastModifiedDateTime>
          <v31:lastModifiedUsername>Batch</v31:lastModifiedUsername>
          <v31:problemDescription>any Problem with somewhat reason</v31:problemDescription>
          <v31:billingAction>1</v31:billingAction>
          <v31:ttIdWsg>2447601</v31:ttIdWsg>
          <v31:ispTtRef>WS TEST 1</v31:ispTtRef>
          <v31:ispId>777710</v31:ispId>
          <v31:ispName>Testaccount WSG Team</v31:ispName>
          <v31:ispPhoneNr>0584443593</v31:ispPhoneNr>
          <v31:comment>any comment</v31:comment>
          <v31:contrEleId>100</v31:contrEleId>
          <v31:errorCategory>541</v31:errorCategory>
          <v31:problemDateTime>2009-09-01T09:30:00.000+02:00</v31:problemDateTime>
          <v31:endUser>
            <v31:street>Schorenstrasse</v31:street>
            <v31:houseNr>68e</v31:houseNr>
            <v31:building>1a</v31:building>
            <v31:zip>3000</v31:zip>
            <v31:city>Bern</v31:city>
            <v31:endUserName>EndUserName</v31:endUserName>
            <v31:endUserLogin>REndUserLogin</v31:endUserLogin>
            <v31:endUserPhoneNr>0794140424</v31:endUserPhoneNr>
          </v31:endUser>
          <v31:contactInfo>
            <v31:firstName>Hans</v31:firstName>
            <v31:lastName>Meier</v31:lastName>
            <v31:phoneNr>0313220133</v31:phoneNr>
            <v31:language>de</v31:language>
            <v31:notificationType>2</v31:notificationType>
            <v31:notificationAddress>078 600 21 22</v31:notificationAddress>
            <v31:preferredContactType>1</v31:preferredContactType>
          </v31:contactInfo>
          <v31:dnVnNsn>0108542092</v31:dnVnNsn>
          <v31:dnVnNsnReq>0108542092</v31:dnVnNsnReq>
          <v31:dnType>13</v31:dnType>
          <v31:bbType>2</v31:bbType>
          <v31:serviceSpeedProfileNr>248</v31:serviceSpeedProfileNr>
          <v31:serviceSpeedProfileNrReq>248</v31:serviceSpeedProfileNrReq>
        </v31:ticket>
      </v31:response>
    </v31:getDetailTroubleTicketResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```

<v31:stnrDdi>stnrDdi</v31:stnrDdi>
<v31:cableBox>
  <v31:boardNr>10000</v31:boardNr>
  <v31:switchingPlaceNr>1</v31:switchingPlaceNr>
  <v31:contactType>1</v31:contactType>
  <v31:contactNr>1</v31:contactNr>
</v31:cableBox>
<v31:lastLoginDateTime>2009-09-01T08:30:00.000+02:00</v31:lastLoginDateTime>
<v31:ttSaSla>4</v31:ttSaSla>
<v31:wsgSaSla>4</v31:wsgSaSla>
<v31:bbcsEquipment>Equipment</v31:bbcsEquipment>
<v31:suspended>false</v31:suspended>
<v31:nrOfWires>2</v31:nrOfWires>
<v31:lineMeasurementData>
  <v31:noiseMarginUp>11.1</v31:noiseMarginUp>
  <v31:noiseMarginDown>14</v31:noiseMarginDown>
  <v31:actualBitrateUp>16504</v31:actualBitrateUp>
  <v31:actualBitrateDown>55040</v31:actualBitrateDown>
  <v31:attainableBitrateUp>23728</v31:attainableBitrateUp>
  <v31:attainableBitrateDown>16.8</v31:attainableBitrateDown>
  <v31:attenuationDown>14.8</v31:attenuationDown>
  <v31:nrSpontaneousResyncs>1</v31:nrSpontaneousResyncs>
  <v31:calculatedLineLength>862</v31:calculatedLineLength>
  <v31:correctionDbLineLength>872</v31:correctionDbLineLength>
  <v31:xdslLineState>up</v31:xdslLineState>
  <v31:lastStatusChange>1970-01-01T01:00:00.000+01:00</v31:lastStatusChange>
  <v31:icaResult>
    <v31:analysisDate>2016-03-15T14:46:15.000+01:00</v31:analysisDate>
    <v31:analysisDate24h>2016-03-10T14:46:15.000+01:00</v31:analysisDate24h>
    <v31:analysisState>6</v31:analysisState>
    <v31:analysisType>1</v31:analysisType>
    <v31:problemDetected>0</v31:problemDetected>
    <v31:potentialAttainBitrateDown>-1</v31:potentialAttainBitrateDown>
    <v31:potentialAttainBitrateUp>-1</v31:potentialAttainBitrateUp>
    <v31:potentialAccessProfileNr>0</v31:potentialAccessProfileNr>
    <v31:accessSpeedGainDown>-1</v31:accessSpeedGainDown>
    <v31:accessSpeedGainUp>-1</v31:accessSpeedGainUp>
    <v31:accessProblemType>0</v31:accessProblemType>
    <v31:bbrSocketInstalled>false</v31:bbrSocketInstalled>
    <v31:bbrSocketInstallationDate>1970-01-
01T02:00:00.000+01:00</v31:bbrSocketInstallationDate>
    <v31:icaProblems>
      <v31:description>1</v31:description>
      <v31:descriptionText>BridgeTap</v31:descriptionText>
      <v31:confidence>90</v31:confidence>
      <v31:impact>reduced.attainable.rate.us.ds.quantified 6968 1528
kb/s</v31:impact>
      <v31:impactAttainBitrateDown>0</v31:impactAttainBitrateDown>
      <v31:impactAttainBitrateUp>0</v31:impactAttainBitrateUp>
    </v31:icaProblems>
    <v31:icaProblems>
      <v31:description>2</v31:description>
      <v31:descriptionText>Degraded Contact</v31:descriptionText>
      <v31:confidence>91</v31:confidence>
      <v31:impact>reduced.attainable.rate.us.ds.quantified 6968 1528
kb/s</v31:impact>
      <v31:impactAttainBitrateDown>0</v31:impactAttainBitrateDown>
      <v31:impactAttainBitrateUp>0</v31:impactAttainBitrateUp>
    </v31:icaProblems>
  </v31:icaResult>
</v31:lineMeasurementData>
<v31:opStatus>7</v31:opStatus>
<v31:ispApplicationId>100900</v31:ispApplicationId>
<v31:ispApplicationEntityId>WS TEST EntityId</v31:ispApplicationEntityId>
<v31:bbAdslEmulated>1</v31:bbAdslEmulated>

```

```

        <v31:measuredIspValues>Measurements ISP</v31:measuredIspValues>
        <v31:historyItem>
          <v31:ttState>1</v31:ttState>
          <v31:entryDateTime>2018-02-06T16:32:49.000+01:00</v31:entryDateTime>
          <v31:lastModifiedDateTime>2018-02-06T16:32:49.000+01:00</v31:lastModifiedDateTime>
          <v31:lastModifiedUsername>HP Tester</v31:lastModifiedUsername>
          <v31:problemDescription>any Problem with somewhat
reason</v31:problemDescription>
          <v31:billingAction>1</v31:billingAction>
        </v31:historyItem>
        <v31:endPoint>
          <v31:dnOffice>64BOL</v31:dnOffice>
          <v31:site>BOL</v31:site>
          <v31:bbDeviceLocation>BOL</v31:bbDeviceLocation>
          <v31:siteCategory>6</v31:siteCategory>
          <v31:availableTechnologyTypes>
            <v31:technologyType>2</v31:technologyType>
          </v31:availableTechnologyTypes>
        </v31:endPoint>
        <v31:cpeInfo>
          <v31:cpeName>Motorola 7347-44 POTS rel.7.9</v31:cpeName>
        </v31:cpeInfo>
        <v31:vectorized>>false</v31:vectorized>
        <v31:technologyType>1</v31:technologyType>
      </v31:ticket>
    </v31:response>
  </v31:getDetailTroubleTicketResponse>
</soapenv:Body>
</soapenv:Envelope>

```

12 Appendix D: getOrderDetail

12.1 Request

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v29="http://www.swisscom.com/wsg/tt/v29">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      wssecurity-secext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>TheUserName</wsse:Username>
        <wsse:Password>ThePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v29:getDetailTroubleTicket>
      <v29:request correlationId="getDetailTroubleTicket">
        <v29:ispId>777710</v29:ispId>
        <v29:ttIdWsg>2647600</v29:ttIdWsg>
      </v29:request>
    </v29:getDetailTroubleTicket>
  </soapenv:Body>
</soapenv:Envelope>

```

12.2 Response

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>

```

```
<v29:getDetailTroubleTicketResponse xmlns:v29="http://www.swisscom.com/wsg/tt/v29">
  <v29:response>
    <v29:success>true</v29:success>
    <v29:ticket>
      <v29:ttState>6</v29:ttState>
      <v29:entryDateTime>2017-05-22T13:02:00.000+02:00</v29:entryDateTime>
      <v29:lastModifiedDateTime>2017-05-22T13:02:33.000+02:00</v29:lastModifiedDateTime>
      <v29:lastModifiedUsername>Pol</v29:lastModifiedUsername>
      <v29:responseComment>IP-Access Swisscom O.K.</v29:responseComment>
      <v29:responseCommentCode>207</v29:responseCommentCode>
      <v29:problemDescription>\r\t\b  \b  \t \r </v29:problemDescription>
      <v29:billingAction>2</v29:billingAction>
      <v29:ttIdWsg>2647600</v29:ttIdWsg>
      <v29:ttIdSys>SIM1232647600</v29:ttIdSys>
      <v29:ispTtRef>WS_TEST_13</v29:ispTtRef>
      <v29:ispId>777710</v29:ispId>
      <v29:ispName>Testaccount WSG Team</v29:ispName>
      <v29:ispPhoneNr>0584443593</v29:ispPhoneNr>
      <v29:comment>any comment</v29:comment>
      <v29:closedDateTime>2010-03-22T11:11:00.000+01:00</v29:closedDateTime>
      <v29:contrEleId>100</v29:contrEleId>
      <v29:errorCategory>541</v29:errorCategory>
      <v29:problemDateTime>2009-09-01T09:30:00.000+02:00</v29:problemDateTime>
      <v29:endUser>
        <v29:street>Schorenstrasse</v29:street>
        <v29:houseNr>68e</v29:houseNr>
        <v29:building>1a</v29:building>
        <v29:zip>3000</v29:zip>
        <v29:city>Bern</v29:city>
        <v29:endUserName>EndUserName</v29:endUserName>
        <v29:endUserLogin>REndUserLogin</v29:endUserLogin>
        <v29:endUserPhoneNr>0794140426</v29:endUserPhoneNr>
      </v29:endUser>
      <v29:contactInfo>
        <v29:firstName>Hans</v29:firstName>
        <v29:lastName>Meier</v29:lastName>
        <v29:phoneNr>0313220033</v29:phoneNr>
        <v29:notificationType>Sms</v29:notificationType>
        <v29:notificationAddress>im Haus</v29:notificationAddress>
        <v29:language>de</v29:language>
      </v29:contactInfo>
      <v29:dnVnNsn>0108728519</v29:dnVnNsn>
      <v29:dnVnNsnReq>0108728519</v29:dnVnNsnReq>
      <v29:dnType>13</v29:dnType>
      <v29:bbType>2</v29:bbType>
      <v29:serviceSpeedProfileNr>203</v29:serviceSpeedProfileNr>
      <v29:serviceSpeedProfileNrReq>203</v29:serviceSpeedProfileNrReq>
      <v29:cableBox>
        <v29:boardNr>334</v29:boardNr>
        <v29:switchingPlaceNr>0</v29:switchingPlaceNr>
        <v29:contactType>1</v29:contactType>
        <v29:contactNr>1</v29:contactNr>
      </v29:cableBox>
      <v29:lastLoginDateTime>2009-09-01T08:30:00.000+02:00</v29:lastLoginDateTime>
      <v29:ttSaSla>1</v29:ttSaSla>
      <v29:wsgSaSla>1</v29:wsgSaSla>
      <v29:bbcsEquipment>Equipment</v29:bbcsEquipment>
      <v29:suspended>>false</v29:suspended>
      <v29:nrOfWires>2</v29:nrOfWires>
      <v29:ppCount>1</v29:ppCount>
      <v29:stdId>160</v29:stdId>
      <v29:expense>142</v29:expense>
      <v29:lineMeasurementData>
        <v29:noiseMarginUp>11.1</v29:noiseMarginUp>
        <v29:noiseMarginDown>14</v29:noiseMarginDown>
      </v29:lineMeasurementData>
    </v29:ticket>
  </v29:response>
</v29:getDetailTroubleTicketResponse>
```

```

<v29:actualBitrateUp>16504</v29:actualBitrateUp>
<v29:actualBitrateDown>55040</v29:actualBitrateDown>
<v29:attainableBitrateUp>23728</v29:attainableBitrateUp>
<v29:attainableBitrateDown>16.8</v29:attainableBitrateDown>
<v29:attenuationDown>14.8</v29:attenuationDown>
<v29:nrSpontaneousResyncs>1</v29:nrSpontaneousResyncs>
<v29:calculatedLineLength>862</v29:calculatedLineLength>
<v29:correctionDbLineLength>872</v29:correctionDbLineLength>
<v29:xdslLineState>up</v29:xdslLineState>
<v29:lastStatusChange>1970-01-01T01:00:00.000+01:00</v29:lastStatusChange>
<v29:icaResult>
  <v29:analysisDate>2016-03-15T14:46:15.000+01:00</v29:analysisDate>
  <v29:analysisDate26h>2016-03-10T14:46:15.000+01:00</v29:analysisDate26h>
  <v29:analysisState>6</v29:analysisState>
  <v29:analysisType>1</v29:analysisType>
  <v29:problemDetected>0</v29:problemDetected>
  <v29:potentialAttainBitrateDown>-1</v29:potentialAttainBitrateDown>
  <v29:potentialAttainBitrateUp>-1</v29:potentialAttainBitrateUp>
  <v29:potentialAccessProfileNr>0</v29:potentialAccessProfileNr>
  <v29:accessSpeedGainDown>-1</v29:accessSpeedGainDown>
  <v29:accessSpeedGainUp>-1</v29:accessSpeedGainUp>
  <v29:accessProblemType>0</v29:accessProblemType>
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kb/s</v29:impact>
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    <v29:impactAttainBitrateUp>0</v29:impactAttainBitrateUp>
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</v29:icaResult>
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  <v29:potential>
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(ServiceImpact)</v29:potentialDescription>
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        <v29:lastModifiedUsername>Pol</v29:lastModifiedUsername>
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  <v29:site>BOL</v29:site>
  <v29:bbDeviceLocation>BOL</v29:bbDeviceLocation>
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IKNS r71</v29:cpeName>
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