

WSG B2B Web Service Tutorial

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Checklist of changes

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0.1	29.10.2010	HP	- Initial version
40	31.05.2018	Mikko Louie Abad	- Update for newer B2B June 18
41	31.08.2018	Mikko Louie Abad	- Update for newer B2B September 18
42	25.09.2018	Mikko Louie Abad	- Update for newer B2B October 18
43	02.11.2018	Mikko Louie Abad	- Update for newer B2B November 18
44	08.05.2019	Peter Gurtner	- Update for newer B2B WSG 19.05
45	04.06.2019	Mikko Louie Abad	- Update for newer B2B WSG 19.06
46	09.07.2019	Mikko Louie Abad	- Update for newer B2B WSG 19.07
47	03.10.2019	Mikko Louie Abad	- Update for newer B2B WSG 19.10
48	30.10.2019	Mikko Louie Abad	- Update for newer B2B WSG 19.11
49	09.04.2020	Stefan Thöni	- Update for newer B2B WSG 20.04
50	11.06.2020	Alexandru Raducan	- Update for newer B2B WSG 20.06
51	06.08.2020	Peter Gurtner	- Update for newer B2B WSG 20.08
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Release

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40	05.06.2018	H.Künzi	Released for WSG-18.06 (Jun18)
41	11.09.2018	R.Bühler	Released for WSG-18.09 (Sep18)
42	02.10.2018	H.Künzi	Released for WSG-18.10 (Oct18)
43	06.11.2018	H.Künzi	Released for WSG-18.11 (Nov18)
44	08.05.2019	H.Künzi	Released for WSG-19.05 (Mai19)
45	11.06.2019	H.Künzi	Released for WSG-19.06 (Jun19)
46	10.07.2019	H.Künzi	Released for WSG-19.07 (Jul19)
47	03.10.2019	H.Künzi	Released for WSG-19.10 (Oct19)
48	31.10.2019	H.Künzi	Released for WSG-19.11 (Nov19)
49	15.04.2020	HPE	Released for WSG-20.04 (Apr20)
50	11.06.2020	HPE	Released for WSG-20.06 (Jun20)
51	06.08.2020	HPE	Released for WSG-20.08 (Aug20)
52	10.09.2020	HPE	Released for WSG-20.09 (Sep20)

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 (v22.0.0), wsgNotification_v22.0.0.zip
- [3] WSG Model - WEB Outbound (v44.0.0), wsgBb_v44.0.0.zip
- [4] WSG Model - WEB Outbound Trouble Ticket (v41.0.1), wsgTt_v41.0.1.zip
- [5] WSG Model – Web Appointment Booking (v3.0.1), wsgAppBooking_v3.0.1.zip
- [6] WSG Model - FA / TAL - Fulfillment (v16.0.0), wsgFa_v16.0.0.zip
- [7] WSG Model - FA / TAL - Assurance (v4.0.1), wsgFaa_v4.0.1.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

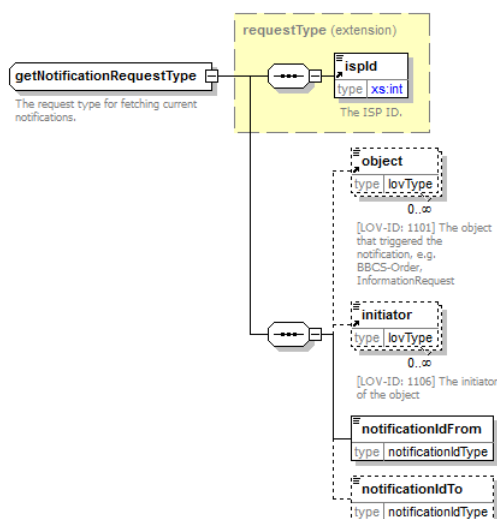
reset

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

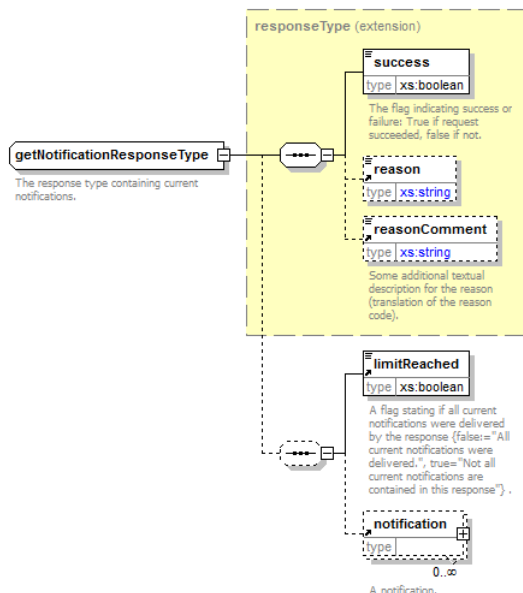


The typical usage is to periodically poll for all new notifications for a specific ISP/PTS. This can be achieved by calling the getNotification() operation with the "ispld" of the ISP/PTS and the "notificationIdFrom" set to the maximum value

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:

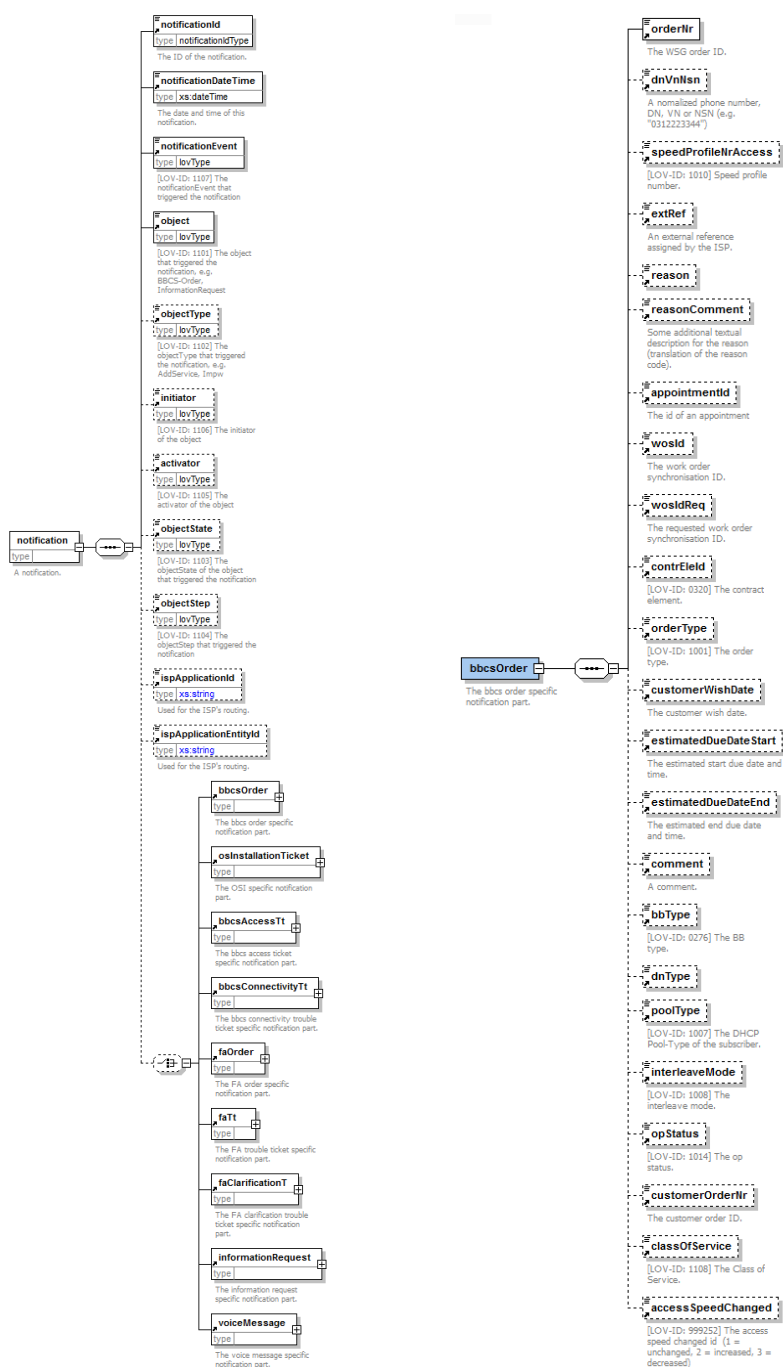
```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header>
    <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
      soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
      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>
    <v22:getNotification xmlns:v22="http://www.swisscom.com/wsg/notification/v22">
      <v22:request>
        <v22:ispId>777710</v22:ispId>
        <v22:object>3</v22:object>
        <v22:notificationIdFrom>82178505</v22:notificationIdFrom>
      </v22:request>
    </v22: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>
    <v22:getNotificationResponse xmlns:v22="http://www.swisscom.com/wsg/notification/v22">
      <v22:response>
        <v22:success>true</v22:success>
        <v22:limitReached>false</v22:limitReached>
        <v22:notification>
          <v22:notificationId>47408113</v22:notificationId>
          <v22:notificationDateTime>2012-08-06T12:11:52.834+02:00</v22:notificationDateTime>
          <v22:notificationEvent>2</v22:notificationEvent>
          <v22:object>1</v22:object>
          <v22:objectType>1</v22:objectType>
          <v22:initiator>1</v22:initiator>
          <v22:activator>1</v22:activator>
          <v22:objectState>2</v22:objectState>
          <v22:bbcsOrder>
            <v22:orderNr>10000820120412028889000000</v22:orderNr>
            <v22:dnVnNsn>0819336410</v22:dnVnNsn>
            <v22:contrEleId>110</v22:contrEleId>
            <v22:orderType>1</v22:orderType>
            <v22:estimatedDueDateStart>2012-12-
10T06:02:00.000+01:00</v22:estimatedDueDateStart>
            <v22:estimatedDueDateEnd>2012-12-
10T12:00:00.000+01:00</v22:estimatedDueDateEnd>
            <v22:bbType>1</v22:bbType>
            <v22:customerOrderNr>10000820120412028889000000</v22:customerOrderNr>
            <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
          </v22:bbcsOrder>
        </v22:notification>
      </v22:response>
    </v22:getNotificationResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

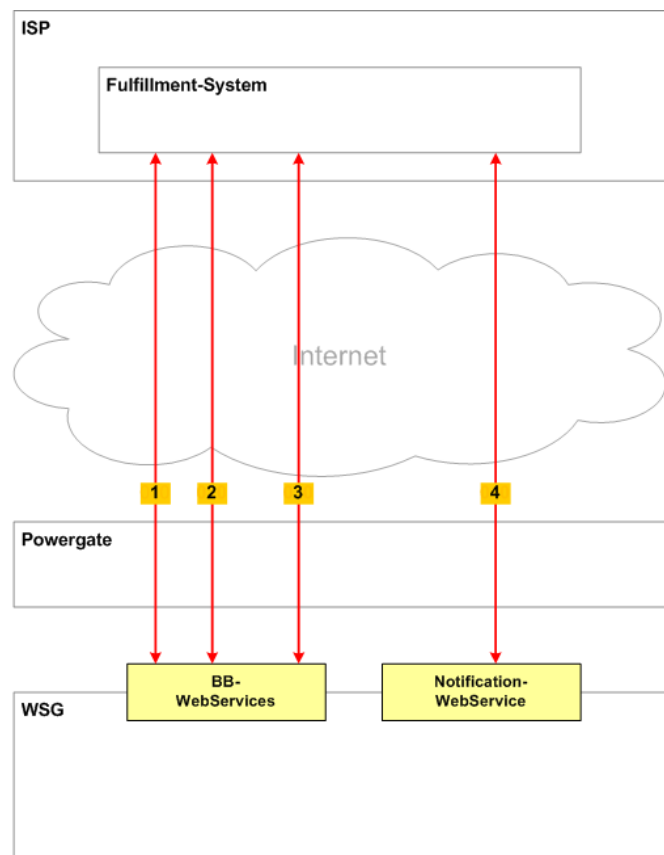
3 Fulfillment (BBCS Order)

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.

3.2.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v44="http://www.swisscom.com/wsg/bb/v44">
  <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>
    <v44:srvQualifByNumber>
      <v44:request correlationId="RegrTest T123 WS qualifByNr">
        <v44:ispId>777710</v44:ispId>
        <v44:basisContrEleId>120</v44:basisContrEleId>
        <v44:contrEleId>100</v44:contrEleId>
        <v44:bbType>2</v44:bbType>
        <v44:qualifExtRef>Regression WS qualifByNr</v44:qualifExtRef>
        <v44:customerWishDate>2019-10-03+02:00</v44:customerWishDate>
        <v44:synchWithVoice>false</v44:synchWithVoice>
        <v44:sfSlaId>1</v44:sfSlaId>
        <v44:dnVnNsn>0719875579</v44:dnVnNsn>
      </v44:request>
    </v44:srvQualifByNumber>
  </soapenv:Body>
</soapenv:Envelope>
```

3.2.2 Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header/>
  <soapenv:Body>
    <v44:srvQualifByNumberResponse xmlns:v44="http://www.swisscom.com/wsg/bb/v44">
      <v44:response correlationId="RegrTest T123 WS qualifByNr">
        <v44:success>true</v44:success>
        <v44:operationLogId>432690771</v44:operationLogId>
        <v44:dnStnr>0719875579</v44:dnStnr>
        <v44:qualificationResult>
          <v44:contrEleId>120</v44:contrEleId>
          <v44:contrEleId>100</v44:contrEleId>
          <v44:bbType>2</v44:bbType>
          <v44:dnType>13</v44:dnType>
          <v44:qualifNr>147111131</v44:qualifNr>
          <v44:lineState>1</v44:lineState>
          <v44:qualifAnswer>
            <v44:qualiResultState>ok</v44:qualiResultState>
            <v44:qualiResultDetail>
              <v44:resultCode>Q00</v44:resultCode>
              <v44:resultComment>This telephone line is suitable for
xDSL.</v44:resultComment>
            </v44:qualiResultDetail>
          </v44:qualiResultDetail>
          <v44:endPoint>
            <v44:taxRegion>64</v44:taxRegion>
            <v44:accessNet>BOL</v44:accessNet>
          </v44:endPoint>
        </v44:qualificationResult>
      </v44:response>
    </v44:srvQualifByNumberResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```

<v44:site>BOLQ</v44:site>
<v44:siteCategory>6</v44:siteCategory>
<v44:bbDeviceLocation>DELOC</v44:bbDeviceLocation>
<v44:availableTechnologyType>
  <v44:technologyType>2</v44:technologyType>
  <v44:technologyType>1</v44:technologyType>
</v44:availableTechnologyType>
<v44:bbPortInfo>
  <v44:dslamName>IPC-SUR710-S-VD-05</v44:dslamName>
  <v44:dslamType>3</v44:dslamType>
  <v44:bbPortNr>VDSL-1-2-1-3</v44:bbPortNr>
  <v44:bbAdslEmulated>1</v44:bbAdslEmulated>
  <v44:bbPortLineType>1</v44:bbPortLineType>
  <v44:vendor>Huawei</v44:vendor>
</v44:bbPortInfo>
</v44:endPoint>
<v44:plannedEndPoint>
  <v44:taxRegion>64</v44:taxRegion>
  <v44:accessNet>BOL</v44:accessNet>
  <v44:site>BOLP</v44:site>
  <v44:bbDeviceLocation>BOLD</v44:bbDeviceLocation>
  <v44:equippedDate>2019-11</v44:equippedDate>
  <v44:equippedDateQuality>1</v44:equippedDateQuality>
  <v44:equippedDateComment>The new endpoint will be available on 2019-
11</v44:equippedDateComment>
  <v44:equippedDateHistory>
    <v44:sortNr>3</v44:sortNr>
    <v44:changeDate>2015-09-24</v44:changeDate>
    <v44:eventType>1</v44:eventType>
    <v44:from>2015-03-21</v44:from>
    <v44:to>2015-11-21</v44:to>
    <v44:changeReasonId>3</v44:changeReasonId>
    <v44:changeReasonDescription>Missing
material</v44:changeReasonDescription>
  </v44:equippedDateHistory>
  <v44:equippedDateHistory>
    <v44:sortNr>1</v44:sortNr>
    <v44:changeDate>2015-05-12</v44:changeDate>
    <v44:eventType>2</v44:eventType>
    <v44:from>98</v44:from>
    <v44:to>3</v44:to>
    <v44:changeReasonId>6</v44:changeReasonId>
    <v44:changeReasonDescription>Management re-
priorisation</v44:changeReasonDescription>
  </v44:equippedDateHistory>
  <v44:equippedDateHistory>
    <v44:sortNr>2</v44:sortNr>
    <v44:changeDate>2015-01-31</v44:changeDate>
    <v44:eventType>2</v44:eventType>
    <v44:from>3</v44:from>
    <v44:to>98</v44:to>
    <v44:changeReasonId>6</v44:changeReasonId>
    <v44:changeReasonDescription>Management re-
priorisation</v44:changeReasonDescription>
  </v44:equippedDateHistory>
  <v44:plannedSpeed>
    <v44:up>1000</v44:up>
    <v44:down>8000</v44:down>
  </v44:plannedSpeed>
  <v44:extensionCategory>3</v44:extensionCategory>
</v44:plannedEndPoint>
<v44:cpeInfo>
  <v44:cpeName>Motorola 7347-44 POTS rel.7.9</v44:cpeName>
  <v44:dslamTypeAllowed>
    <v44:technology>1</v44:technology>

```

```

    <v44:dslamType>1</v44:dslamType>
  </v44:dslamTypeAllowed>
<v44:dslamTypeAllowed>
  <v44:technology>2</v44:technology>
  <v44:dslamType>2</v44:dslamType>
  <v44:dslamType>3</v44:dslamType>
</v44:dslamTypeAllowed>
<v44:capability>
  <v44:technologyType>2</v44:technologyType>
  <v44:capabilityOverall>1</v44:capabilityOverall>
  <v44:capabilityHardware>2</v44:capabilityHardware>
  <v44:capabilityFirmware>1</v44:capabilityFirmware>
</v44:capability>
<v44:capability>
  <v44:technologyType>1</v44:technologyType>
  <v44:capabilityOverall>3</v44:capabilityOverall>
  <v44:capabilityHardware>0</v44:capabilityHardware>
  <v44:capabilityFirmware>2</v44:capabilityFirmware>
</v44:capability>
  <v44:comment>Das ist ein Kommentar für CPE Info</v44:comment>
</v44:cpeInfo>
<v44:maxAccessSpeed>
  <v44:speedProfileNr>59</v44:speedProfileNr>
  <v44:description>50000/10000</v44:description>
  <v44:max>
    <v44:up>10000</v44:up>
    <v44:down>50000</v44:down>
  </v44:max>
  <v44:min>
    <v44:up>10000</v44:up>
    <v44:down>50000</v44:down>
  </v44:min>
  <v44:technologyType>1</v44:technologyType>
</v44:maxAccessSpeed>
<v44:averageFlag>1</v44:averageFlag>
<v44:nrofWires>2</v44:nrofWires>
<v44:fulfillmentTimeSlot>
  <v44:fulfillmentTimeSlotQualifIndex>1</v44:fulfillmentTimeSlotQualifIndex>
  <v44:fulfillmentTimeSlotStart>2019-10-
03T00:00:00.000+02:00</v44:fulfillmentTimeSlotStart>
  <v44:fulfillmentTimeSlotEnd>2019-10-
03T17:00:00.000+02:00</v44:fulfillmentTimeSlotEnd>
</v44:fulfillmentTimeSlot>
<v44:startPoint>
  <v44:taxRegion>64</v44:taxRegion>
  <v44:accessNet>BOL</v44:accessNet>
  <v44:unitType>3</v44:unitType>
  <v44:unitNumber>10000</v44:unitNumber>
  <v44:sse>1</v44:sse>
  <v44:contactType>1</v44:contactType>
  <v44:contactNr>62</v44:contactNr>
  <v44:upPreparation>1</v44:upPreparation>
</v44:startPoint>
<v44:address>
  <v44:street>Schönstrasse</v44:street>
  <v44:houseNr>1a</v44:houseNr>
  <v44:building>Chalet</v44:building>
  <v44:zip>307400</v44:zip>
  <v44:city>Hinterfultigen</v44:city>
</v44:address>
<v44:resourceAvailability>
  <v44:available>true</v44:available>
  <v44:resourceType>1</v44:resourceType>
</v44:resourceAvailability>
<v44:resourceAvailability>

```

```

<v44:available>true</v44:available>
<v44:resourceType>2</v44:resourceType>
<v44:upgradePlanDateTime>2013-11-
11T00:00:00.000+01:00</v44:upgradePlanDateTime>
</v44:resourceAvailability>
<v44:qualifProfile>
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    </v44:usedAccessSpeed>
    <v44:serviceSpeed>
        <v44:speedProfileNr>285</v44:speedProfileNr>
        <v44:description>max30000/30000</v44:description>
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        <v44:down>18000</v44:down>
    </v44:effectiveSpeed>
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    <v44:nrofWires>2</v44:nrofWires>
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  <v44:serviceSpeed>
    <v44:speedProfileNr>272</v44:speedProfileNr>
    <v44:description>max40000/8000</v44:description>
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  <v44:serviceSpeed>
    <v44:speedProfileNr>286</v44:speedProfileNr>
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</v44:usedAccessSpeed>
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  <v44:speedProfileNr>287</v44:speedProfileNr>
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          <v44:nrofLinesUsable>15</v44:nrofLinesUsable>
        </v44:siteDevelopment>
        <v44:swisscomReady>true</v44:swisscomReady>
        <v44:psdClass>20</v44:psdClass>
        <v44:interleaveMode>2</v44:interleaveMode>
      </v44:qualifAnswer>
    </v44:qualificationResult>
  </v44:response>
</v44: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:v44="http://www.swisscom.com/wsg/bb/v44" 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>
    <v44:createCustomerOrder>
      <v44:request correlationId="Regression WS Standalone">
        <v44:ispId>777710</v44:ispId>
        <v44:qualification>
          <v44:qualifNr>147111131</v44:qualifNr>
          <v44:qualifIndex>10</v44:qualifIndex>
          <v44:fulfillmentTimeSlotQualifIndex>1</v44:fulfillmentTimeSlotQualifIndex>
        </v44:qualification>
        <v44:creationType>1</v44:creationType>
        <v44:dnVnNsn>0719875579</v44:dnVnNsn>
        <v44:order xsi:type="v44:createType" correlationId="1">
          <v44:contrEleId>120</v44:contrEleId>

```

```

        <v44:extRef>Regression WS</v44:extRef>
        <v44:layer2>
            <v44:bbType>2</v44:bbType>
            <v44:sessionType>2</v44:sessionType>
        </v44:layer2>
        <v44:processWithLowPriority>false</v44:processWithLowPriority>
    </v44:order>
    <v44:order xsi:type="v44:addType" correlationId="2">
        <v44:contrEleId>100</v44:contrEleId>
        <v44:extRef>Regression SrvAdd Internet</v44:extRef>
        <v44:speedProfileNrReq>240</v44:speedProfileNrReq>
        <v44:processWithLowPriority>false</v44:processWithLowPriority>
    </v44:order>
</v44:request>
</v44: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:Header/>
    <soapenv:Body>
        <v44:createCustomerOrderResponse xmlns:v44="http://www.swisscom.com/wsg/bb/v44">
            <v44:response correlationId="Regression WS Standalone">
                <v44:success>true</v44:success>
                <v44:operationLogId>432690774</v44:operationLogId>
                <v44:customerOrderNr>77771020191002000086000000</v44:customerOrderNr>
                <v44:nsn>0106000013</v44:nsn>
                <v44:orderItem correlationId="1">
                    <v44:success>true</v44:success>
                    <v44:orderNr>77771020191002000085000000</v44:orderNr>
                </v44:orderItem>
                <v44:orderItem correlationId="2">
                    <v44:success>true</v44:success>
                    <v44:orderNr>77771020191002000087000000</v44:orderNr>
                </v44:orderItem>
            </v44:response>
        </v44: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: BBSC_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: 77771020160502000016050000 Order Nr: 77771020160502000016050000 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 Available Technology Type: VDSL Vectoring DSLAM Name: ipohuq4e5-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: BBSC_on_TDM Level Of Supp: Standard																																										
Layer 2 BB Type: VDSL BB ADSL Emulated: No Session Type: DHCP Termination: @FWG 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: 64BRE.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 <table border="1"> <thead> <tr> <th>User name</th> <th>Order State</th> <th>DN (STNR) / VN / NSN</th> <th>Response</th> <th>Transaction Date/Time</th> <th>BB Type</th> <th>Speed Profile Nr</th> <th>Comment</th> <th>Customer Wish Date</th> <th>Estimated Due Date/Time Start</th> <th>Estimated Due Date/Time End</th> </tr> </thead> <tbody> <tr> <td>Pol</td> <td>COMPLETED</td> <td>0719875577</td> <td></td> <td>02/05/2016 10:30:05.550</td> <td>VDSL</td> <td></td> <td></td> <td>02/05/2016</td> <td>02/05/2016 00:00</td> <td>02/05/2016 00:00</td> </tr> <tr> <td>ISP User</td> <td>ENTERED</td> <td>0719875577</td> <td></td> <td>02/05/2016 10:30:05.500</td> <td></td> <td></td> <td></td> <td>02/05/2016</td> <td>02/05/2016 00:00</td> <td>02/05/2016 00:00</td> </tr> </tbody> </table>										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 10:30:05.550	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
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 10:30:05.550	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 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:v44="http://www.swisscom.com/wsg/bb/v44" 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>
    <v44:createCustomerOrder>
      <v44:request correlationId="Regression WS change Type">
        <v44:ispId>777710</v44:ispId>
        <v44:creationType>1</v44:creationType>
        <v44:dnVnNsn>0719875579</v44:dnVnNsn>
        <v44:order xsi:type="v44:modifyType" correlationId="1">
          <v44:extRef>extRef RegressionWs modify Type</v44:extRef>
          <v44:layer2>
            <v44:bbType>2</v44:bbType>
            <v44:sessionType>2</v44:sessionType>
          </v44:layer2>
          <v44:processWithLowPriority>false</v44:processWithLowPriority>
        </v44:order>
        <v44:order xsi:type="v44:addType" correlationId="2">
          <v44:contrEleId>9</v44:contrEleId>
          <v44:extRef>extRef RegressionSrvTst</v44:extRef>
          <v44:speedProfileNrReq>0</v44:speedProfileNrReq>
          <v44:processWithLowPriority>false</v44:processWithLowPriority>
        </v44:order>
      </v44:request>
    </v44: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:Header/>
  <soapenv:Body>
    <v44:createCustomerOrderResponse xmlns:v44="http://www.swisscom.com/wsg/bb/v44">
      <v44:response correlationId="Regression WS change Type">
        <v44:success>true</v44:success>
        <v44:operationLogId>432690775</v44:operationLogId>
        <v44:customerOrderNr>77771020191002000089000000</v44:customerOrderNr>
        <v44:orderItem correlationId="1">
          <v44:success>true</v44:success>
          <v44:orderNr>77771020191002000088000000</v44:orderNr>
        </v44:orderItem>
        <v44:orderItem correlationId="2">
          <v44:success>true</v44:success>
          <v44:orderNr>77771020191002000090000000</v44:orderNr>
        </v44:orderItem>
      </v44:response>
    </v44: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 BBSCS_GETSTATUS Order State COMPLETED Creation Type New Response - SF Exeprt Prio - Delivery Notification -				DN Info DN / VN / NSN (Requested) 0108410750 DN (STNR) / VN / NSN 0108410750 STNR DOI - Dn Type Netservices number				Current Endpoint DN Office 64BOL BB Device Location BOL Site Site Site Category RUS 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 BBSCS_Standalone Level Of Supp Standard											
Layer 2 (NPA/TBICO) 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 04-540				Layer 2 (LQS) / Address / Starting Point Region - Billing Zone - Street, Nr, Building - ZIP, City - Gaia Id 1238442 Starting Point 64.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. Btrate - Measured max. Btrate -				Appointment Date/Time - Onsite Support - Self Install -				Modem Owner Unknown BB Access -			
Comment Last Comment ISP 777710 - Testaccount WSG Team											

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
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 11:33:11.539				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 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:v44="http://www.swisscom.com/wsg/bb/v44" 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>
    <v44:createCustomerOrder>
      <v44:request correlationId="Regression WS change Type">
        <v44:ispId>777710</v44:ispId>
        <v44:creationType>1</v44:creationType>
        <v44:dnVnNsn>0719875579</v44:dnVnNsn>
        <v44:order xsi:type="v44:changeType" correlationId="1">
          <v44:contrEleId>100</v44:contrEleId>
          <v44:extRef>extRef RegressionWs change Type</v44:extRef>
          <v44:speedProfileNrReq>209</v44:speedProfileNrReq>
        </v44:order>
        <v44:order xsi:type="v44:reduceType" correlationId="2">
          <v44:contrEleId>9</v44:contrEleId>
          <v44:extRef>extRef RegressionSrvTst</v44:extRef>
        </v44:order>
      </v44:request>
    </v44: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:Header/>
  <soapenv:Body>
    <v44:createCustomerOrderResponse xmlns:v44="http://www.swisscom.com/wsg/bb/v44">
      <v44:response correlationId="Regression WS change Type">
        <v44:success>true</v44:success>
        <v44:operationLogId>432690780</v44:operationLogId>
        <v44:customerOrderNr>77771020191002000093000000</v44:customerOrderNr>
        <v44:orderItem correlationId="1">
          <v44:success>true</v44:success>
          <v44:orderNr>77771020191002000091000000</v44:orderNr>
        </v44:orderItem>
        <v44:orderItem correlationId="2">
          <v44:success>true</v44:success>
          <v44:orderNr>77771020191002000092000000</v44:orderNr>
        </v44:orderItem>
      </v44:response>
    </v44: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		CPE Info	
Order Info Order Type: BBSC_GETSTATUS Order State: COMPLETED Creation Type: New Response: - SF Exempt Prio: - Delivery Notification: -		DN Info DN / VN / NSN (Requested): 0719875577 DN (STNR) / VN / NSN: 0719875577 STNR DDI: - Dn Type: Economy Line Date Info Customer Wsh 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: -	
ISP / Order Nr Info ISP: 777710 Testaccount WSG Team Customer Order Nr: 77771020190502000100000000 Order Nr: 77771020190502000100000000 Order Group Nr: -		Qualification Info Qualification Nr: - Qualification Index: - Fulfillment Time Slot Index: -	
WOS ID WOS ID (Requested): - WOS ID: -			
References External Reference: - Internal Reference: extRef Regression/Ws modify Type			
Layer 1 / Basis Contr Element: BBSC_on_TDM Level Of Supp: Standard			
Layer 2 / Basis 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: 04-640	
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: - Modern 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 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:v44="http://www.swisscom.com/wsg/bb/v44">
  <soapenv:Header/>
  <soapenv:Body>
    <v44:createCustomerOrder>
      <v44:request correlationId="Regression WS change ISP">
        <v44:ispId>777710</v44:ispId>
        <v44:creationType>1</v44:creationType>
        <v44:qualification>
          <v44:qualifNr>147111132</v44:qualifNr>
          <v44:qualifIndex>10</v44:qualifIndex>
        </v44:qualification>
        <v44:dnVnNsn>0108261922</v44:dnVnNsn>
        <v44:order xsi:type="v44:ispChangeType" correlationId="1"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
          <v44:extRef>isptest</v44:extRef>
          <v44:customerWishDate>2019-10-03+02:00</v44:customerWishDate>
          <v44:comment>WS-Tutorial</v44:comment>
          <v44:layer2>
            <v44:bbType>2</v44:bbType>
            <v44:sessionType>2</v44:sessionType>
            <v44:termination>2</v44:termination>
            <v44:poolType>pool1</v44:poolType>
          </v44:layer2>
          <v44:selfInstall>1</v44:selfInstall>
          <v44:sla>
            <v44:sfSlaId>1</v44:sfSlaId>
            <v44:saSlaId>1</v44:saSlaId>
          </v44:sla>
        </v44:order>
      </v44:request>
    </v44: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/">
  <soapenv:Header/>
  <soapenv:Body>
    <v44:createCustomerOrderResponse xmlns:v44="http://www.swisscom.com/wsg/bb/v44">
      <v44:response correlationId="Regression WS change ISP">
        <v44:success>true</v44:success>
        <v44:operationLogId>432690790</v44:operationLogId>
        <v44:customerOrderNr>77771020191002000097000000</v44:customerOrderNr>
        <v44:orderItem correlationId="1">
          <v44:success>true</v44:success>
          <v44:orderNr>77771020191002000096000000</v44:orderNr>
        </v44:orderItem>
      </v44:response>
    </v44: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 which shows all notifications produced during the processing of the orders above .

3.7 Deprovisioning (Disconnect)

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:v44="http://www.swisscom.com/wsg/bb/v44" 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>
    <v44:createCustomerOrder>
      <v44:request correlationId="Regression WS Disconnect">
        <v44:ispId>777710</v44:ispId>
        <v44:creationType>1</v44:creationType>
        <v44:dnVnNsn>0719875579</v44:dnVnNsn>
        <v44:order xsi:type="v44:disconnectType" correlationId="1">
          <v44:extRef>Regression WS</v44:extRef>
        </v44:order>
      </v44:request>
    </v44: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:Header/>
  <soapenv:Body>
    <v44:createCustomerOrderResponse xmlns:v44="http://www.swisscom.com/wsg/bb/v44">
      <v44:response correlationId="Regression WS Disconnect">
        <v44:success>true</v44:success>
        <v44:operationLogId>432690799</v44:operationLogId>
        <v44:customerOrderNr>77771020191002000099000000</v44:customerOrderNr>
        <v44:orderItem correlationId="1">
          <v44:success>true</v44:success>
          <v44:orderNr>77771020191002000098000000</v44:orderNr>
        </v44:orderItem>
      </v44:response>
    </v44:createCustomerOrderResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

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 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.

3.9 Get Order Detail

3.9.1 Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v44="http://www.swisscom.com/wsg/bb/v44" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
  instance">
  <soapenv:Header/>
  <soapenv:Body>
    <v44:getOrderDetail>
      <v44:request correlationId="Regression WS Get Order Detail">
        <v44:ispId>777710</v44:ispId>
        <v44:orderNr>77771020181031000009000000</v44:orderNr>
      </v44:request>
    </v44:getOrderDetail>
  </soapenv:Body>
</soapenv:Envelope>
```

3.9.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header/>
  <soapenv:Body>
    <v44:getOrderDetailResponse xmlns:v44="http://www.swisscom.com/wsg/bb/v44">
      <v44:response correlationId="Regression WS Get Order Detail">
        <v44:success>true</v44:success>
        <v44:customerOrder>
          <v44:ispId>777710</v44:ispId>
          <v44:ispName>Testaccount WSG Team</v44:ispName>
          <v44:customerOrderNr>77771020181031000008000000</v44:customerOrderNr>
          <v44:extRef>extRef RegressionSrvTst</v44:extRef>
          <v44:dnVnNsn>0719875579</v44:dnVnNsn>
          <v44:creationType>1</v44:creationType>
          <v44:order>
            <v44:serviceOrder>
              <v44:creationType>1</v44:creationType>
              <v44:orderNr>77771020181031000009000000</v44:orderNr>
              <v44:contrEleId>9</v44:contrEleId>
              <v44:orderType>13</v44:orderType>
              <v44:orderState>1</v44:orderState>
              <v44:customerWishDate>2018-10-31+01:00</v44:customerWishDate>
              <v44:estimatedDueDateTimeStart>2018-10-
31T10:00:00.000+01:00</v44:estimatedDueDateTimeStart>
              <v44:estimatedDueDateTimeEnd>2018-10-
31T12:00:00.000+01:00</v44:estimatedDueDateTimeEnd>
              <v44:transDateTime>2018-10-31T09:13:45.182+01:00</v44:transDateTime>
              <v44:extRef>extRef RegressionSrvTst</v44:extRef>
              <v44:sla>
                <v44:sfSlaId>1</v44:sfSlaId>
                <v44:saSlaId>4</v44:saSlaId>
              </v44:sla>
              <v44:speedProfile>
                <v44:speedProfileNr>0</v44:speedProfileNr>
              </v44:speedProfile>
              <v44:speedProfileReq>
                <v44:speedProfileNr>0</v44:speedProfileNr>
              </v44:speedProfileReq>
              <v44:history>
                <v44:orderState>1</v44:orderState>
                <v44:customerWishDate>2018-10-31+01:00</v44:customerWishDate>
                <v44:estimatedDueDateTimeStart>2018-10-
31T10:00:00.000+01:00</v44:estimatedDueDateTimeStart>
                <v44:estimatedDueDateTimeEnd>2018-10-
31T12:00:00.000+01:00</v44:estimatedDueDateTimeEnd>
                <v44:transDateTime>2018-10-31T09:13:45.182+01:00</v44:transDateTime>
```

```

        <v44:extRef>extRef RegressionSrvTst</v44:extRef>
        <v44:sla>
            <v44:sfSlaId>1</v44:sfSlaId>
            <v44:saSlaId>4</v44:saSlaId>
        </v44:sla>
        <v44:speedProfile>
            <v44:speedProfileNr>0</v44:speedProfileNr>
        </v44:speedProfile>
        <v44:speedProfileReq>
            <v44:speedProfileNr>0</v44:speedProfileNr>
        </v44:speedProfileReq>
        </v44:history>
        </v44:serviceOrder>
        </v44:order>
        </v44:customerOrder>
        </v44:response>
        </v44:getOrderDetailResponse>
    </soapenv:Body>
</soapenv:Envelope>

```

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:v16="http://www.swisscom.com/wsg/fa/v16">
  <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>
    <v16:qualifyByAddress>
      <v16:request correlationId="--- WS faQualifyByAddress">
        <v16:ptsId>777710</v16:ptsId>
        <v16:contrEleId>19</v16:contrEleId>
        <v16:customerWishDateTime>2010-12-08T15:58:01+02:00</v16:customerWishDateTime>
        <v16:extRef>Regr Test FA QualifByAddr</v16:extRef>
        <v16:faTechnology>1</v16:faTechnology>
        <v16:faTechnology>2</v16:faTechnology>
        <v16:faBusinessCase>1</v16:faBusinessCase>
        <v16:lineState>1</v16:lineState>
        <v16:address>
          <v16:street>Street</v16:street>
          <v16:houseNr>12</v16:houseNr>
          <v16:building>Building</v16:building>
        </v16:address>
      </v16:request>
    </v16:qualifyByAddress>
  </soapenv:Body>
</soapenv:Envelope>

```

```

        <v16:zip>4004</v16:zip>
        <v16:city>City</v16:city>
        <v16:firstName>First Name</v16:firstName>
        <v16:lastName>Last Name</v16:lastName>
      </v16:address>
    </v16:request>
  </v16: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/">
  <soapenv:Header/>
  <soapenv:Body>
    <v16:qualifyByAddressResponse xmlns:v16="http://www.swisscom.com/wsg/fa/v16">
      <v16:response correlationId="--- WS faQualifyByAddress">
        <v16:success>true</v16:success>
        <v16:operationLogId>432733063</v16:operationLogId>
        <v16:qualifResult>
          <v16:qualifNr>147118110</v16:qualifNr>
          <v16:contrEleId>19</v16:contrEleId>
          <v16:qualifAnswer>
            <v16:qualiResultState>ok</v16:qualiResultState>
            <v16:qualiResultDetail>
              <v16:resultCode>Q00</v16:resultCode>
              <v16:resultComment>This line is suitable for Full Access</v16:resultComment>
            </v16:qualiResultDetail>
            <v16:qualifIndex>1</v16:qualifIndex>
            <v16:faTechnology>1</v16:faTechnology>
            <v16:address>
              <v16:street>Street</v16:street>
              <v16:houseNr>12</v16:houseNr>
              <v16:building>Building</v16:building>
              <v16:zip>307400</v16:zip>
              <v16:city>Basel</v16:city>
              <v16:firstName>Hans</v16:firstName>
              <v16:lastName>Müller</v16:lastName>
            </v16:address>
            <v16:startPoint>
              <v16:taxRegion>64</v16:taxRegion>
              <v16:accessNet>BOL</v16:accessNet>
              <v16:unitType>3</v16:unitType>
              <v16:unitNumber>10000</v16:unitNumber>
              <v16:sse>1</v16:sse>
              <v16:contactType>1</v16:contactType>
              <v16:contactNr>62</v16:contactNr>
              <v16:upPreparation>1</v16:upPreparation>
            </v16:startPoint>
            <v16:endPoint>
              <v16:taxRegion>64</v16:taxRegion>
              <v16:accessNet>BOL</v16:accessNet>
              <v16:site>BOLP</v16:site>
              <v16:siteCategory>6</v16:siteCategory>
              <v16:bbDeviceLocation>DEVLO</v16:bbDeviceLocation>
            </v16:endPoint>
            <v16:plannedEndPoint>
              <v16:taxRegion>64</v16:taxRegion>
              <v16:accessNet>BOL</v16:accessNet>
              <v16:site>BOLP</v16:site>
              <v16:siteCategory>8</v16:siteCategory>
              <v16:bbDeviceLocation>BOLD</v16:bbDeviceLocation>
              <v16:equippedDate>2018-10</v16:equippedDate>
              <v16:equippedDateQuality>1</v16:equippedDateQuality>
            </v16:plannedEndPoint>
          </v16:qualifAnswer>
        </v16:qualifResult>
      </v16:response>
    </v16:qualifyByAddressResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

```

        <v16:equippedDateComment>The new endpoint (is in review phase and) will be
available on 05.01.2015 (LQS Sim)</v16:equippedDateComment>
        <v16:equippedDateHistory>
          <v16:sortNr>3</v16:sortNr>
          <v16:changeDate>2015-09-24</v16:changeDate>
          <v16:eventType>1</v16:eventType>
          <v16:from>2015-03-21</v16:from>
          <v16:to>2015-11-21</v16:to>
          <v16:changeReasonId>3</v16:changeReasonId>
          <v16:changeReasonDescription>Missing
material</v16:changeReasonDescription>
        </v16:equippedDateHistory>
        <v16:equippedDateHistory>
          <v16:sortNr>1</v16:sortNr>
          <v16:changeDate>2015-05-12</v16:changeDate>
          <v16:eventType>2</v16:eventType>
          <v16:from>98</v16:from>
          <v16:to>3</v16:to>
          <v16:changeReasonId>6</v16:changeReasonId>
          <v16:changeReasonDescription>Management re-
priorisation</v16:changeReasonDescription>
        </v16:equippedDateHistory>
        <v16:equippedDateHistory>
          <v16:sortNr>2</v16:sortNr>
          <v16:changeDate>2015-01-31</v16:changeDate>
          <v16:eventType>2</v16:eventType>
          <v16:from>3</v16:from>
          <v16:to>98</v16:to>
          <v16:changeReasonId>6</v16:changeReasonId>
          <v16:changeReasonDescription>Management re-
priorisation</v16:changeReasonDescription>
        </v16:equippedDateHistory>
        <v16:extensionCategory>3</v16:extensionCategory>
      </v16:plannedEndPoint>
      <v16:lineLength>
        <v16:correction>4</v16:correction>
        <v16:segment04>493</v16:segment04>
        <v16:segment05>0</v16:segment05>
        <v16:segment06>368</v16:segment06>
        <v16:segment08>0</v16:segment08>
        <v16:segment10>0</v16:segment10>
      </v16:lineLength>
      <v16:cableSize>400</v16:cableSize>
      <v16:lineState>1</v16:lineState>
      <v16:fulfillmentTimeSlot>
        <v16:fulfillmentTimeSlotQualifIndex>1</v16:fulfillmentTimeSlotQualifIndex>
        <v16:fulfillmentTimeSlotStart>2018-09-
30T08:01:00.000+02:00</v16:fulfillmentTimeSlotStart>
        <v16:fulfillmentTimeSlotEnd>2018-09-
30T12:01:00.000+02:00</v16:fulfillmentTimeSlotEnd>
      </v16:fulfillmentTimeSlot>
      <v16:fulfillmentTimeSlot>
        <v16:fulfillmentTimeSlotQualifIndex>2</v16:fulfillmentTimeSlotQualifIndex>
        <v16:fulfillmentTimeSlotStart>2018-10-
01T08:01:00.000+02:00</v16:fulfillmentTimeSlotStart>
        <v16:fulfillmentTimeSlotEnd>2018-10-
01T12:01:00.000+02:00</v16:fulfillmentTimeSlotEnd>
      </v16:fulfillmentTimeSlot>
      <v16:fulfillmentTimeSlot>
        <v16:fulfillmentTimeSlotQualifIndex>3</v16:fulfillmentTimeSlotQualifIndex>
        <v16:fulfillmentTimeSlotStart>2018-10-
02T08:01:00.000+02:00</v16:fulfillmentTimeSlotStart>
        <v16:fulfillmentTimeSlotEnd>2018-10-
02T12:01:00.000+02:00</v16:fulfillmentTimeSlotEnd>
      </v16:fulfillmentTimeSlot>

```

```

        <v16:fulfillmentTimeSlot>
          <v16:fulfillmentTimeSlotQualifIndex>4</v16:fulfillmentTimeSlotQualifIndex>
          <v16:fulfillmentTimeSlotStart>2018-10-
03T08:01:00.000+02:00</v16:fulfillmentTimeSlotStart>
          <v16:fulfillmentTimeSlotEnd>2018-10-
03T12:01:00.000+02:00</v16:fulfillmentTimeSlotEnd>
        </v16:fulfillmentTimeSlot>
        <v16:fulfillmentTimeSlot>
          <v16:fulfillmentTimeSlotQualifIndex>5</v16:fulfillmentTimeSlotQualifIndex>
          <v16:fulfillmentTimeSlotStart>2018-10-
04T08:01:00.000+02:00</v16:fulfillmentTimeSlotStart>
          <v16:fulfillmentTimeSlotEnd>2018-10-
04T12:01:00.000+02:00</v16:fulfillmentTimeSlotEnd>
        </v16:fulfillmentTimeSlot>
        <v16:currentDnType>1</v16:currentDnType>
        <v16:siteDevelopment>
          <v16:nrOfLinesTotal>32</v16:nrOfLinesTotal>
          <v16:nrOfLinesUsable>24</v16:nrOfLinesUsable>
        </v16:siteDevelopment>
      </v16:qualifAnswer>
    </v16:qualifResult>
    <v16:qualifResult>
      <v16:qualifNr>147118110</v16:qualifNr>
      <v16:contrEleId>19</v16:contrEleId>
      <v16:qualifAnswer>
        <v16:qualiResultState>ok</v16:qualiResultState>
        <v16:qualiResultDetail>
          <v16:resultCode>Q00</v16:resultCode>
          <v16:resultComment>This line is suitable for Full Access</v16:resultComment>
        </v16:qualiResultDetail>
        <v16:qualifIndex>2</v16:qualifIndex>
        <v16:faTechnology>2</v16:faTechnology>
        <v16:address>
          <v16:street>Street</v16:street>
          <v16:houseNr>12</v16:houseNr>
          <v16:building>Building</v16:building>
          <v16:zip>307400</v16:zip>
          <v16:city>Basel</v16:city>
          <v16:firstName>Hans</v16:firstName>
          <v16:lastName>Müller</v16:lastName>
        </v16:address>
        <v16:startPoint>
          <v16:taxRegion>64</v16:taxRegion>
          <v16:accessNet>BOL</v16:accessNet>
          <v16:unitType>3</v16:unitType>
          <v16:unitNumber>10000</v16:unitNumber>
          <v16:sse>1</v16:sse>
          <v16:contactType>1</v16:contactType>
          <v16:contactNr>62</v16:contactNr>
          <v16:upPreparation>1</v16:upPreparation>
        </v16:startPoint>
        <v16:endPoint>
          <v16:taxRegion>64</v16:taxRegion>
          <v16:accessNet>BOL</v16:accessNet>
          <v16:site>BOLP</v16:site>
          <v16:siteCategory>6</v16:siteCategory>
          <v16:bbDeviceLocation>DEVLO</v16:bbDeviceLocation>
        </v16:endPoint>
        <v16:plannedEndPoint>
          <v16:taxRegion>64</v16:taxRegion>
          <v16:accessNet>BOL</v16:accessNet>
          <v16:site>BOLP</v16:site>
          <v16:siteCategory>8</v16:siteCategory>
          <v16:bbDeviceLocation>BOLD</v16:bbDeviceLocation>
          <v16:equippedDate>2018-10</v16:equippedDate>
        </v16:plannedEndPoint>
      </v16:qualifResult>
    </v16:qualifResult>
  </v16:qualifResult>

```

```

        <v16:equippedDateQuality>1</v16:equippedDateQuality>
        <v16:equippedDateComment>The new endpoint (is in review phase and) will be
available on 05.01.2015 (LQS Sim)</v16:equippedDateComment>
        <v16:equippedDateHistory>
          <v16:sortNr>3</v16:sortNr>
          <v16:changeDate>2015-09-24</v16:changeDate>
          <v16:eventType>1</v16:eventType>
          <v16:from>2015-03-21</v16:from>
          <v16:to>2015-11-21</v16:to>
          <v16:changeReasonId>3</v16:changeReasonId>
          <v16:changeReasonDescription>Missing
material</v16:changeReasonDescription>
        </v16:equippedDateHistory>
        <v16:equippedDateHistory>
          <v16:sortNr>1</v16:sortNr>
          <v16:changeDate>2015-05-12</v16:changeDate>
          <v16:eventType>2</v16:eventType>
          <v16:from>98</v16:from>
          <v16:to>3</v16:to>
          <v16:changeReasonId>6</v16:changeReasonId>
          <v16:changeReasonDescription>Management re-
priorisation</v16:changeReasonDescription>
        </v16:equippedDateHistory>
        <v16:equippedDateHistory>
          <v16:sortNr>2</v16:sortNr>
          <v16:changeDate>2015-01-31</v16:changeDate>
          <v16:eventType>2</v16:eventType>
          <v16:from>3</v16:from>
          <v16:to>98</v16:to>
          <v16:changeReasonId>6</v16:changeReasonId>
          <v16:changeReasonDescription>Management re-
priorisation</v16:changeReasonDescription>
        </v16:equippedDateHistory>
        <v16:extensionCategory>3</v16:extensionCategory>
      </v16:plannedEndPoint>
      <v16:lineLength>
        <v16:correction>4</v16:correction>
        <v16:segment04>493</v16:segment04>
        <v16:segment05>0</v16:segment05>
        <v16:segment06>368</v16:segment06>
        <v16:segment08>0</v16:segment08>
        <v16:segment10>0</v16:segment10>
      </v16:lineLength>
      <v16:cableSize>400</v16:cableSize>
      <v16:lineState>1</v16:lineState>
      <v16:fulfillmentTimeSlot>
        <v16:fulfillmentTimeSlotQualifIndex>6</v16:fulfillmentTimeSlotQualifIndex>
        <v16:fulfillmentTimeSlotStart>2018-09-
30T08:01:00.000+02:00</v16:fulfillmentTimeSlotStart>
        <v16:fulfillmentTimeSlotEnd>2018-09-
30T12:01:00.000+02:00</v16:fulfillmentTimeSlotEnd>
      </v16:fulfillmentTimeSlot>
      <v16:fulfillmentTimeSlot>
        <v16:fulfillmentTimeSlotQualifIndex>7</v16:fulfillmentTimeSlotQualifIndex>
        <v16:fulfillmentTimeSlotStart>2018-10-
01T08:01:00.000+02:00</v16:fulfillmentTimeSlotStart>
        <v16:fulfillmentTimeSlotEnd>2018-10-
01T12:01:00.000+02:00</v16:fulfillmentTimeSlotEnd>
      </v16:fulfillmentTimeSlot>
      <v16:fulfillmentTimeSlot>
        <v16:fulfillmentTimeSlotQualifIndex>8</v16:fulfillmentTimeSlotQualifIndex>
        <v16:fulfillmentTimeSlotStart>2018-10-
02T08:01:00.000+02:00</v16:fulfillmentTimeSlotStart>
        <v16:fulfillmentTimeSlotEnd>2018-10-
02T12:01:00.000+02:00</v16:fulfillmentTimeSlotEnd>

```

```

        </v16:fulfillmentTimeSlot>
        <v16:fulfillmentTimeSlot>
          <v16:fulfillmentTimeSlotQualifIndex>9</v16:fulfillmentTimeSlotQualifIndex>
          <v16:fulfillmentTimeSlotStart>2018-10-
03T08:01:00.000+02:00</v16:fulfillmentTimeSlotStart>
          <v16:fulfillmentTimeSlotEnd>2018-10-
03T12:01:00.000+02:00</v16:fulfillmentTimeSlotEnd>
        </v16:fulfillmentTimeSlot>
        <v16:fulfillmentTimeSlot>
          <v16:fulfillmentTimeSlotQualifIndex>10</v16:fulfillmentTimeSlotQualifIndex>
          <v16:fulfillmentTimeSlotStart>2018-10-
04T08:01:00.000+02:00</v16:fulfillmentTimeSlotStart>
          <v16:fulfillmentTimeSlotEnd>2018-10-
04T12:01:00.000+02:00</v16:fulfillmentTimeSlotEnd>
        </v16:fulfillmentTimeSlot>
        <v16:currentDnType>1</v16:currentDnType>
        <v16:siteDevelopment>
          <v16:nrOfLinesTotal>32</v16:nrOfLinesTotal>
          <v16:nrOfLinesUsable>24</v16:nrOfLinesUsable>
        </v16:siteDevelopment>
      </v16:qualifAnswer>
    </v16:qualifResult>
  </v16:response>
</v16: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:v16="http://www.swisscom.com/wsg/fa/v16">
  <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>
    <v16:create>
      <v16:request correlationId="--- WS faCreate">
        <v16:ptsId>777710</v16:ptsId>
        <v16:qualifNr>147118070</v16:qualifNr>
        <v16:qualifIndex>1</v16:qualifIndex>
        <v16:customerWishDateTime>2018-09-25T00:00:00.000+01:00</v16:customerWishDateTime>
        <v16:contactName>SOAP UI</v16:contactName>
        <v16:contactPhoneNr>0793143367</v16:contactPhoneNr>
        <v16:faPortNr>1</v16:faPortNr>
        <v16:fulfillmentTimeSlotQualifIndex>1</v16:fulfillmentTimeSlotQualifIndex>
      </v16:request>
    </v16: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:Header/>
  <soapenv:Body>
    <v16:createResponse xmlns:v16="http://www.swisscom.com/wsg/fa/v16">
      <v16:response correlationId="--- WS faCreate">
        <v16:success>true</v16:success>
        <v16:operationLogId>432733047</v16:operationLogId>
        <v16:orderNr>77771020180925000001000000</v16:orderNr>
      </v16:response>
    </v16: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

62:MOR;3;10000;0

Qualification Nr

86666423

Qualification Index

1

Fulfillment Time Slot Index

1

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

29/07/2013 16:00

Last modified

15/07/2013 13:29:20.837 Pol

Termination Date

-

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:v16="http://www.swisscom.com/wsg/fa/v16">
  <soapenv:Header/>
  <soapenv:Body>
    <v16:modifyPending>
      <v16:request correlationId="Regr Test faModifyPending">
        <v16:ptsId>777710</v16:ptsId>
        <v16:orderNr>77771020180925000001000000</v16:orderNr>
        <v16:qualifIndex>1</v16:qualifIndex>
        <v16:comment>WS faModifyPend Date, Qualif and Contact</v16:comment>
        <v16:qualifNr>147118070</v16:qualifNr>
        <v16:customerWishDateTime>2018-09-25T00:00:00.000+01:00</v16:customerWishDateTime>
        <v16:extRef>WS faModifyPend</v16:extRef>
        <v16:contactName>modifPend Contact</v16:contactName>
        <v16:contactPhoneNr>0584443593</v16:contactPhoneNr>
      </v16:request>
    </v16: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/">
  <soapenv:Header/>
  <soapenv:Body>
    <v16:modifyPendingResponse xmlns:v16="http://www.swisscom.com/wsg/fa/v16">
      <v16:response correlationId="Regr Test faModifyPending">
        <v16:success>true</v16:success>
        <v16:operationLogId>432733048</v16:operationLogId>
        <v16:orderNr>77771020180925000001000000</v16:orderNr>
      </v16:response>
    </v16: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:v16="http://www.swisscom.com/wsg/fa/v16">
  <soapenv:Header/>
  <soapenv:Body>
    <v16:disconnect>
      <v16:request correlationId="Regr Test Disconnect">
        <v16:ptsId>777710</v16:ptsId>
        <v16:qualifNr>147118110</v16:qualifNr>
        <v16:dnVnNsn>0182010300</v16:dnVnNsn>
        <v16:qualifIndex>1</v16:qualifIndex>
        <v16:customerWishDateTime>2018-12-06T05:00:00.000Z</v16:customerWishDateTime>
        <v16:comment>Disconnect ohne Qualif. by WS</v16:comment>
        <v16:extRef>Regr Test extRef</v16:extRef>
        <v16:fulfillmentTimeSlotQualifIndex>1</v16:fulfillmentTimeSlotQualifIndex>
      </v16:request>
    </v16: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:v16="http://www.swisscom.com/wsg/fa/v16">
  <soapenv:Header/>
  <soapenv:Body>
    <v16:disconnectResponse xmlns:v16="http://www.swisscom.com/wsg/fa/v16">
      <v16:response correlationId="Regr Test Disconnect">
        <v16:success>true</v16:success>
        <v16:operationLogId>432733073</v16:operationLogId>
        <v16:orderNr>77771020180925000002000000</v16:orderNr>
      </v16:response>
    </v16:disconnectResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

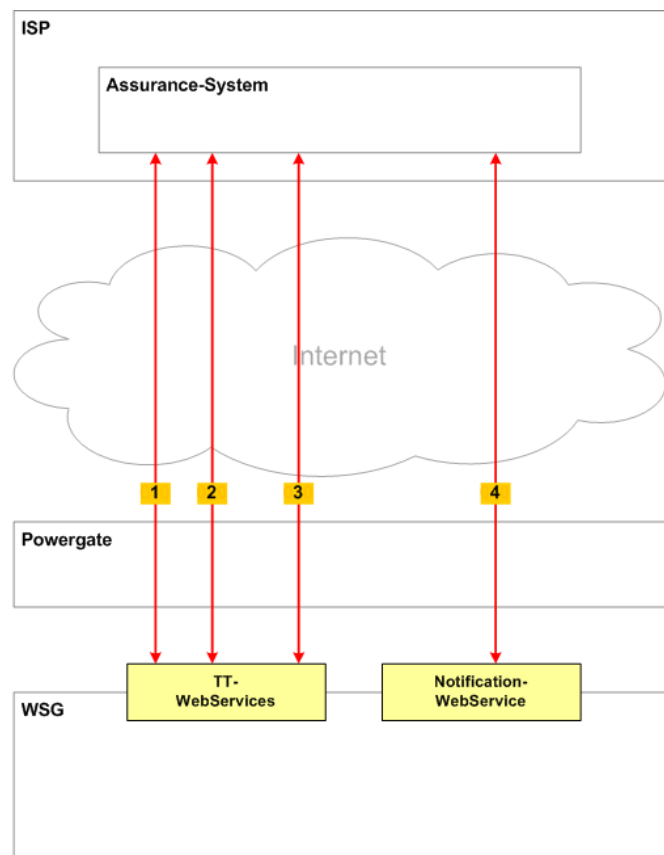
5 Assurance (BBCS Trouble Ticket)

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 Get xDSL Info

If an existing BBSCS subscription does not work (any more) a get xDSL Info request show available services, network and equipment information, state, stability, measurements and charts (Traffic Light, repair action, ICA Result, ICA Problems, DSLAM alarms, NA measurements, MELT data) For details see B2B XDSL Info Function and Assurance User Manual too.

5.2.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
  <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>${Header.Username}</wsse:Username>
        <wsse:Password>${Header.Password}</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v41:getXdslInfo>
      <v41:request correlationId="getXdslinfo WS Tutorial">
        <v41:dnVnNsn>0108284947</v41:dnVnNsn>
        <v41:fetchRealTimeData>true</v41:fetchRealTimeData>
        <v41:fetchMeasurementHistoryData>true</v41:fetchMeasurementHistoryData>
        <v41:fetchAlarmData>true</v41:fetchAlarmData>
        <v41:fetchMeltData>true</v41:fetchMeltData>
      </v41:request>
    </v41:getXdslInfo>
  </soapenv:Body>
</soapenv:Envelope>
```

5.2.2 Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  <soapenv:Header/>
  <soapenv:Body>
    <v41:getXdslInfoResponse xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
      <v41:response correlationId="getXdslinfo WS Tutorial">
        <v41:success>true</v41:success>
        <v41:operationLogId>432693483</v41:operationLogId>
        <v41:xdslInfo>
          <v41:actualBitrateUp>16504</v41:actualBitrateUp>
          <v41:actualBitrateDown>55040</v41:actualBitrateDown>
          <v41:actualBitrateUnit>kb/s</v41:actualBitrateUnit>
          <v41:attainableBitrateUp>23728</v41:attainableBitrateUp>
          <v41:attainableBitrateDown>83904</v41:attainableBitrateDown>
          <v41:attainableBitrateUnit>kb/s</v41:attainableBitrateUnit>
          <v41:attenuationUp>16.8</v41:attenuationUp>
          <v41:attenuationDown>14.8</v41:attenuationDown>
          <v41:attenuationUnit>db</v41:attenuationUnit>
          <v41:capacityOccupationUp>64</v41:capacityOccupationUp>
          <v41:capacityOccupationDown>81</v41:capacityOccupationDown>
          <v41:capacityOccupationUnit>%</v41:capacityOccupationUnit>
          <v41:bbType>2</v41:bbType>
          <v41:contrEleId>120</v41:contrEleId>
          <v41:calculatedLineLength>862</v41:calculatedLineLength>
          <v41:correctionDbLineLength>872</v41:correctionDbLineLength>
          <v41:dnType>13</v41:dnType>
          <v41:dnVnNsn>0108284947</v41:dnVnNsn>
          <v41:interleaveMode>2</v41:interleaveMode>
          <v41:ispId>100008</v41:ispId>
        </v41:xdslInfo>
      </v41:response>
    </v41:getXdslInfoResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```

<v41:ispIdProvider>100068</v41:ispIdProvider>
<v41:lastStatusChange>1970-01-01T01:00:00.000+01:00</v41:lastStatusChange>
<v41:lineStateId>23684278</v41:lineStateId>
<v41:noiseMarginUp>11.1</v41:noiseMarginUp>
<v41:noiseMarginDown>14</v41:noiseMarginDown>
<v41:noiseMarginUnit>db</v41:noiseMarginUnit>
<v41:nrSpontaneousResyncs>1</v41:nrSpontaneousResyncs>
<v41:requestDate>2020-04-09T15:20:24.000+02:00</v41:requestDate>
<v41:responseDate>2020-04-09T15:21:18.000+02:00</v41:responseDate>
<v41:responseMessage>TIBCO/NC-CIA: 000: OK: NA: 000: OK</v41:responseMessage>
<v41:sessionType>1</v41:sessionType>
<v41:accessProfile>
  <v41:speedProfileDescription>50000 down / 10000 up</v41:speedProfileDescription>
  <v41:speedProfileName>50000 down / 10000 up</v41:speedProfileName>
  <v41:accessSpeedProfileNr>59</v41:accessSpeedProfileNr>
  <v41:technologyType>2</v41:technologyType>
  <v41:accessProfileType>3</v41:accessProfileType>
</v41:accessProfile>
<v41:xdslInfoLight>green</v41:xdslInfoLight>
<v41:xdslLineState>up</v41:xdslLineState>
<v41:opStatus>4</v41:opStatus>
<v41:cpeInfo>
  <v41:cpeName>ADB V226N1 Centro Grande</v41:cpeName>
  <v41:dslamTypeAllowed>
    <v41:technology>2</v41:technology>
    <v41:dslamType>2</v41:dslamType>
    <v41:dslamType>3</v41:dslamType>
  </v41:dslamTypeAllowed>
  <v41:capability>
    <v41:technologyType>1</v41:technologyType>
    <v41:capabilityOverall>7</v41:capabilityOverall>
    <v41:capabilityHardware>1</v41:capabilityHardware>
    <v41:capabilityFirmware>2</v41:capabilityFirmware>
  </v41:capability>
  <v41:capability>
    <v41:technologyType>2</v41:technologyType>
    <v41:capabilityOverall>1</v41:capabilityOverall>
    <v41:capabilityHardware>2</v41:capabilityHardware>
    <v41:capabilityFirmware>0</v41:capabilityFirmware>
  </v41:capability>
  <v41:capability>
    <v41:technologyType>3</v41:technologyType>
    <v41:capabilityOverall>2</v41:capabilityOverall>
    <v41:capabilityHardware>0</v41:capabilityHardware>
    <v41:capabilityFirmware>1</v41:capabilityFirmware>
  </v41:capability>
  <v41:comment>CPE Info Comment</v41:comment>
  <v41:cpeVendorSerialNumber>7C26649B6B20 F5360
SG4D10001362</v41:cpeVendorSerialNumber>
  <v41:cpeVendorId>B5004244434D206A</v41:cpeVendorId>
  <v41:cpeSystemVendorId>3D005341474D0000</v41:cpeSystemVendorId>
  <v41:cpeVersionNumber>AvfH43j2.26u 13</v41:cpeVersionNumber>
</v41:cpeInfo>
<v41:stabilityInfo>
  <v41:overallStability>3</v41:overallStability>
  <v41:codingViolationDownstreamStability>3</v41:codingViolationDownstreamStability>
  <v41:codingViolationUpstreamStability>3</v41:codingViolationUpstreamStability>

<v41:severelyErrorSecondsDownstreamStability>3</v41:severelyErrorSecondsDownstreamStability>

<v41:severelyErrorSecondsUpstreamStability>3</v41:severelyErrorSecondsUpstreamStability>
  <v41:spontaneousResyncsStability>1</v41:spontaneousResyncsStability>
  <v41:attainableActualBitrateRatio>2</v41:attainableActualBitrateRatio>
</v41:stabilityInfo>
<v41:icaResult>

```

```

<v41:analysisDate>2016-03-15T14:46:15.000+01:00</v41:analysisDate>
<v41:analysisDate24h>2016-03-10T14:46:15.000+01:00</v41:analysisDate24h>
<v41:analysisState>6</v41:analysisState>
<v41:analysisType>1</v41:analysisType>
<v41:problemDetected>0</v41:problemDetected>
<v41:potentialAttainBitrateDown>-1</v41:potentialAttainBitrateDown>
<v41:potentialAttainBitrateUp>-1</v41:potentialAttainBitrateUp>
<v41:potentialAccessProfileNr>0</v41:potentialAccessProfileNr>
<v41:accessSpeedGainDown>-1</v41:accessSpeedGainDown>
<v41:accessSpeedGainUp>-1</v41:accessSpeedGainUp>
<v41:accessProblemType>0</v41:accessProblemType>
<v41:bbrSocketInstalled>false</v41:bbrSocketInstalled>
<v41:bbrSocketInstallationDate>1970-01-
01T02:00:00.000+01:00</v41:bbrSocketInstallationDate>
<v41:icaProblems>
  <v41:description>2</v41:description>
  <v41:descriptionText>Degraded Contact</v41:descriptionText>
  <v41:confidence>91</v41:confidence>
  <v41:impact>reduced.attainable.rate.us.ds.quantified 6968 1528
kb/s</v41:impact>
  <v41:impactAttainBitrateDown>0</v41:impactAttainBitrateDown>
  <v41:impactAttainBitrateUp>0</v41:impactAttainBitrateUp>
</v41:icaProblems>
<v41:icaProblems>
  <v41:description>1</v41:description>
  <v41:descriptionText>BridgeTap</v41:descriptionText>
  <v41:confidence>90</v41:confidence>
  <v41:impact>reduced.attainable.rate.us.ds.quantified 6968 1528
kb/s</v41:impact>
  <v41:impactAttainBitrateDown>0</v41:impactAttainBitrateDown>
  <v41:impactAttainBitrateUp>0</v41:impactAttainBitrateUp>
</v41:icaProblems>
</v41:icaResult>
<v41:endPoint>
  <v41:dnOffice>64BOL</v41:dnOffice>
  <v41:site>BOL</v41:site>
  <v41:bbDeviceLocation>DELOC</v41:bbDeviceLocation>
  <v41:siteCategory>28</v41:siteCategory>
  <v41:availableTechnologyTypes>
    <v41:technologyType>1</v41:technologyType>
    <v41:technologyType>2</v41:technologyType>
  </v41:availableTechnologyTypes>
</v41:endPoint>
<v41:problemDescription>Degraded Contact</v41:problemDescription>
<v41:proposedRepairAction>If the stability and performance is ok, then do nothing.
Else check and correct the inhouse cabling (install broad band ready).</v41:proposedRepairAction>
<v41:dslamAlarm>
  <v41:dslamAlarmType>CAN-Card</v41:dslamAlarmType>
  <v41:startDateTime>2020-04-02T14:10:59.000+02:00</v41:startDateTime>
  <v41:endDateTime>2020-04-04T14:10:59.000+02:00</v41:endDateTime>
  <v41:expectedRepairTime>48</v41:expectedRepairTime>
</v41:dslamAlarm>
<v41:dslamAlarm>
  <v41:dslamAlarmType>CAN-Card</v41:dslamAlarmType>
  <v41:startDateTime>2020-04-06T14:10:59.000+02:00</v41:startDateTime>
  <v41:endDateTime>2020-04-08T14:10:59.000+02:00</v41:endDateTime>
  <v41:expectedRepairTime>48</v41:expectedRepairTime>
</v41:dslamAlarm>
<v41:dslamAlarm>
  <v41:dslamAlarmType>CAN-Card</v41:dslamAlarmType>
  <v41:startDateTime>2020-04-09T14:10:59.000+02:00</v41:startDateTime>
  <v41:expectedRepairTime>48</v41:expectedRepairTime>
</v41:dslamAlarm>
<v41:measurementHistoryItem>
  <v41:date>2020-04-08T12:00:00.000+02:00</v41:date>

```

```

<v41:nrSpontaneousResyncs>1</v41:nrSpontaneousResyncs>
<v41:codingViolationsUp>3</v41:codingViolationsUp>
<v41:codingViolationsDown>27</v41:codingViolationsDown>
<v41:noiseMarginUp>16</v41:noiseMarginUp>
<v41:noiseMarginDown>9</v41:noiseMarginDown>
<v41:noiseMarginUnit>dB</v41:noiseMarginUnit>
<v41:actualBitrateUp>16512</v41:actualBitrateUp>
<v41:actualBitrateDown>88064</v41:actualBitrateDown>
<v41:actualBitrateUnit>kb/s</v41:actualBitrateUnit>
<v41:attainableBitrateUp>32428</v41:attainableBitrateUp>
<v41:attainableBitrateDown>300010</v41:attainableBitrateDown>
<v41:attainableBitrateUnit>kb/s</v41:attainableBitrateUnit>
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67;64;82;89;69;51;13;4;7;11;11;0;14;28;23;8;9;56;88;4;95;70;0;15;65;21;3;12;15;0;5;19;11;34;0;19;16;
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  <v41:codingViolationsDown>28</v41:codingViolationsDown>
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  <v41:noiseMarginDown>10</v41:noiseMarginDown>
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      <v41:potentialDescription>stability issue - outstanding downgrooming
(ServiceImpact)</v41:potentialDescription>
    </v41:potential>
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        <v41:acvbg>0.011</v41:acvbg>
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        <v41:rba>10000000</v41:rba>
        <v41:rag>10000000</v41:rag>
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  <v41:dcvab>0.214</v41:dcvab>
  <v41:dcvag>0.09</v41:dcvag>
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  <v41:rab>9309356</v41:rab>
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5.2.3 GUI

xDSL Info Result

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Summary

Request Date	09. Apr. 2020 16:16:11
Response Date	09. Apr. 2020 16:16:40
User Name	USBR ISP
TSCU/NC-CIA	000: OK
NA	000: OK
NA-CP	-

Access

Contract Element	BRCS_standalone
DN Office	6480L
BS Device Location	DELOC
Site	BOL
Site Category	PUS-S
Available Technology Type	VDSL2_VDSL_Vectoring
DSLAM Name	IPC-SLR710-S-DN1-34
Network Type	WADP
Vectored	Yes
BS Type	VDSL
BS ADSL Emulated	No
DN Type	Netservices number
BS Port Line Type	ana
Interleave Mode	Interleave Low
BS PSD Class	Spec_VDSL2_17a
Session Type	psp
Access Profile	30M down / 10M up
Access Profile Type	FullRate
Technology Type	VDSL Vectoring
OP Status	Open Pipe LQ5 Max
Splitter Ratio	-
Splitter Cable	-

State

Traffic Light	
xDSL Line Status	up
Problem Description	BridgeTap
Proposed Repair Action	If the stability and performance is ok, then do nothing. Else check and correct the whenever cabling (install broad band ready)
Last Status Change Date/Time	01. Jan. 1970 01:00:00

Stability Info

Overall Stability	good stability/quality
Cooling Violation Down	good stability/quality
Cooling Violation Up	good stability/quality
Severely Error Seconds Down	good stability/quality
Severely Error Seconds Up	good stability/quality
Spontaneous Resyncs	bad stability/quality
Attainable Actual Bitrate Ratio	High Margin

Parameters

Noise Margin Up	11.1 db
Noise Margin Down	14 db
Actual Bitrate Up	16304 kb/s
Actual Bitrate Down	55040 kb/s
Attainable Bitrate Up	23728 kb/s
Attainable Bitrate Down	89804 kb/s
Attenuation Up	16.8 db
Attenuation Down	14.8 db
Capacity Occupation Up	64 %
Capacity Occupation Down	61 %

ICA Result

Line Analysis Date/Time	15. Mar. 2016 14:46:10
Line Analysis 24h Date/Time	10. Mar. 2016 14:46:10
Analysis State	Notavailable
Analysis Type	LQD
Problem Detected	No problem detected
Potential Attain Bitrate Down	-1
Potential Attain Bitrate Up	-1
Potential Access Profile	ENABLING
Access Speed Gain Down	-1
Access Speed Gain Up	-1
Access Problem Type	no problem

ICA Problems

Description	BridgeTap
Description Text	BridgeTap
Confidence	90
Impact	reduced.attainable.rate.us.ds.quantified 6968 1528 kb/s
Impact Attain Bitrate Down	0
Impact Attain Bitrate Up	0
Remaining Time (min)	-
Description	Degraded Contact
Description Text	Degraded Contact
Confidence	91
Impact	reduced.attainable.rate.us.ds.quantified 6968 1528 kb/s
Impact Attain Bitrate Down	0
Impact Attain Bitrate Up	0
Remaining Time (min)	-

Additional Info

Calculated Line Length	962 m
Connection DS Line Length	872 m
Number of Spontaneous Resyncs	1

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xDSL Info Result

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Summary

Request Date 09. Apr. 2020 16:19:11
Response Date 09. Apr. 2020 16:19:40
User Name USER ISP
TIBCO/NC-CIA 000: OK
NA 000: OK
NA-CP -

Historical Measurement Values

Measured Date	Measured Time	DSLAM Name	Logical Port	Spontaneous Resyncs	Coding Violations up/down	Noise Margin up/down (dB)	Actual Bitrate up/down (kb/s)	Attainable Bitrate up/down (kb/s)	Attenuation up/down (dB)	Serial Number	Access Profile	Interleave Mode	BB PSD Class
08. Apr. 2020 12:00:00	86400	ipc-bol640-s-vd-01	1/2/3/4	1	3 / 27	16 / 9	16512 / 88064	32428 / 300010	6 / 6	7C26649B6B20 F5360 SG4D10001362	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a
07. Apr. 2020 12:00:00	86401	ipc-bol640-s-vd-01	1/2/3/4	1	4 / 28	17 / 10	16512 / 88064	32438 / 300011	7 / 7	7C26649B6B20 F5360 SG4D10001362	5M-80M down / 500k-15M up	Interleave Low	Spec_VDSL2_17a

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CPE Info

CPE Name ADB V226N1 Centro Grande
CPE Vendor Serial Number 7C26649B6B20 F5360 SG4D10001362
CPE Vendor Id B5004244434D206A
CPE System Vendor Id 3D005341474D0000
CPE Version Number Avfh43j2.26u 13

	Technology Type	Capability Overall	Capability Hardware	Capability Firmware
Capability	VDSL2	Not capable	yes	yes, but SFP needed
	VDSL Vectoring	capable	yes, but SFP needed	no
	G.FAST	friendly	no	yes

CPE Comment CPE Info Comment

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Qualification Info

LQS Max Technology Type
LQS Max Access Profile
Interleave Mode
NA Failure Type
NA Max Technology Type
NA Max Access Profile

VDSL2
50M down / 10M up
Interleave Low
OK
VDSL2
44M down / 10M up

Reasons of Potential

Code	Description
-1000	stability issue - outstanding downgrooming (ServiceImpact)
1000	Pending upgrooming
1001	old CPE Firmware

Running Netdriven Action

Netdriven Process aNetdrivenProcess
Start Date/Time 17. Feb. 2017 10:30:47
Input Reason aInputReason2
Current Step aCurrentStep
Initiator aInitiator2

Last Netdriven Action

Netdriven Process LastProcess 2
Start Date/Time 08. Apr. 2020 04:19:44
Input Reason aInputReason 2
Action aAction 2
Initiator aInitiator 2

Port Config

	Before	After
BB PSD Class	VDSL_CAB04_1	VDSL_CAB11_1
Technology	VDSL2	ADSL
Technology Type	VDSL2	VDSL Vectoring
Access Profile	20M down / 6M up	25M down / 10M up
Interleave Mode	Interleave Low	Interleave Medium
Effective Speed / Virtual Profile	300M down / 200M up	500M down / 400M up

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[Resync Line History](#)

Past Netdriven Actions

Netdriven Process	LastProcess 2		
Start Date/Time	08. Apr. 2020 04:19:44		
Input Reason	ainputReason 2		
Action	aAction 2		
Initiator	ainitiator 2		
	Before	After	
	88 PSD Class VDSL_CAB04_1	VDSL_CAB11_1	
	Technology VDSL2	ADSL	
	Technology Type VDSL2	VDSL Vectoring	
Port Config	Access Profile 20M down / 6M up	25M down / 10M up	
	Interleave Mode Interleave Low	Interleave Medium	
	Effective Speed / Virtual Profile 300M down / 200M up	500M down / 400M up	
Netdriven Process	LastProcess 1		
Start Date/Time	07. Apr. 2020 16:19:44		
Input Reason	ainputReason 1		
Action	aAction 1		
Initiator	ainitiator 1		
	Before	After	
	88 PSD Class VDSL_CAB04_1	VDSL_CAB11_1	
	Technology VDSL2	ADSL	
	Technology Type VDSL2	VDSL Vectoring	
Port Config	Access Profile 20M down / 6M up	25M down / 10M up	
	Interleave Mode Interleave Low	Interleave Medium	
	Effective Speed / Virtual Profile 300M down / 200M up	500M down / 400M up	
Netdriven Process	LastProcess 0		
Start Date/Time	07. Apr. 2020 04:19:44		
Input Reason	ainputReason 0		
Action	aAction 0		
Initiator	ainitiator 0		
	Before	After	
	88 PSD Class VDSL_CAB04_1	VDSL_CAB11_1	
	Technology VDSL2	ADSL	
	Technology Type VDSL2	VDSL Vectoring	
Port Config	Access Profile 20M down / 6M up	25M down / 10M up	
	Interleave Mode Interleave Low	Interleave Medium	
	Effective Speed / Virtual Profile 300M down / 200M up	500M down / 400M up	

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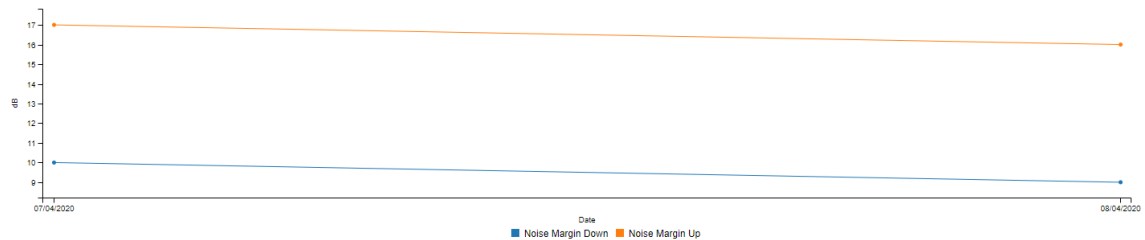
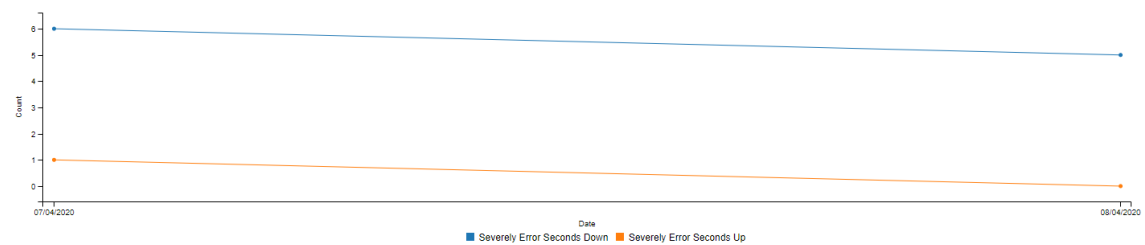
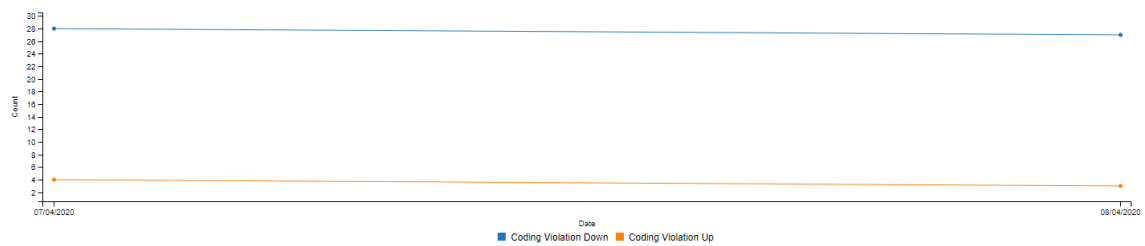
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xDSL Info NA Measurement History MELT Measurements CPE Info Access Optimization Access Optimization History **Day Charts** 15 Min. Charts Reconfigure Line History

Resync Line History



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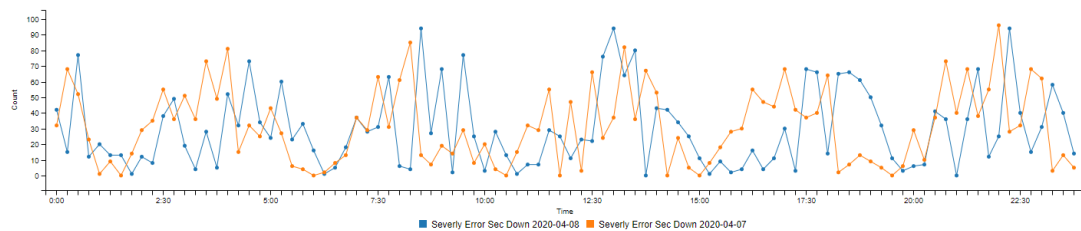
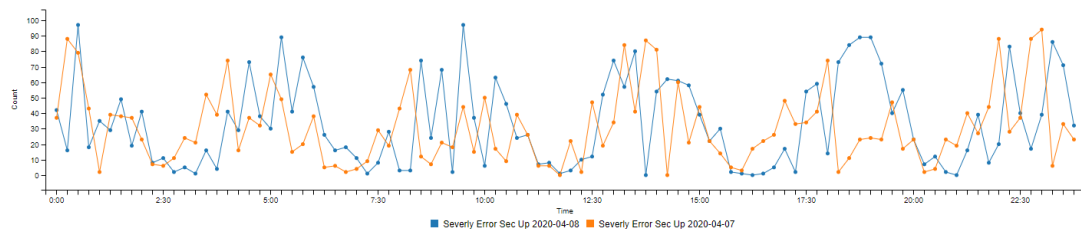
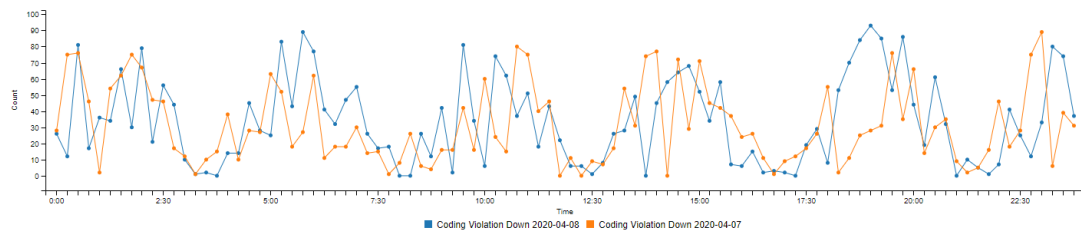
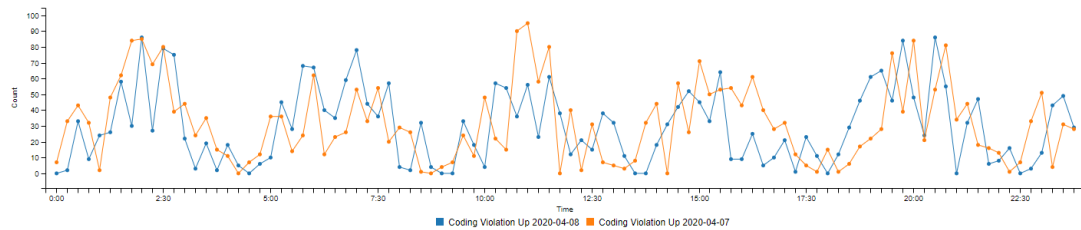
xDSL Info Result

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5.3 Get Appointment

If a field force at the customer location is needed schedule an appointment and use it at creation of the ticket. The sequence is get available timeslots, book appointment. If reschedule is needed get available time slots with the recent appointment id and reschedule the appointment. An existing appointment may be cancelled.

5.3.1 Get Available Timeslots

5.3.1.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
  <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>${Header.Username}</wsse:Username>
        <wsse:Password>${Header.Password}</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security></soapenv:Header>
  <soapenv:Body>
    <v3:getAvailableTimeSlots>
      <v3:request correlationId="GetAvailableTimeSlots WS Tutorial">
        <v3:ispId>777710</v3:ispId>
        <v3:troubleTicketData>
          <v3:errorCategory>571</v3:errorCategory>
          <v3:dnVnNsn>0108891951</v3:dnVnNsn>
        </v3:troubleTicketData>
        <v3:fromDateTime>2018-06-02T00:00:00.000</v3:fromDateTime>
      </v3:request>
    </v3:getAvailableTimeSlots>
  </soapenv:Body>
</soapenv:Envelope>
```

5.3.1.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v3:getAvailableTimeSlotsResponse xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
      <v3:response correlationId="GetAvailableTimeSlots WS Tutorial">
        <v3:success>true</v3:success>
        <v3:bookingSessionId>000135111489839</v3:bookingSessionId>
        <v3:timeSlot>
          <v3:timeSlotId>13</v3:timeSlotId>
          <v3:timeSlotSize>10</v3:timeSlotSize>
          <v3:timeSlotStartDateTime>2018-06-04T08:00:08.895+02:00</v3:timeSlotStartDateTime>
          <v3:timeSlotEndDateTime>2018-06-04T17:00:08.895+02:00</v3:timeSlotEndDateTime>
          <v3:outOfSaSla>true</v3:outOfSaSla>
          <v3:rank>29</v3:rank>
        </v3:timeSlot>
        <v3:timeSlot>
          <v3:timeSlotId>14</v3:timeSlotId>
          <v3:timeSlotSize>30</v3:timeSlotSize>
          <v3:timeSlotStartDateTime>2018-06-04T08:00:08.895+02:00</v3:timeSlotStartDateTime>
          <v3:timeSlotEndDateTime>2018-06-04T12:00:08.895+02:00</v3:timeSlotEndDateTime>
          <v3:outOfSaSla>false</v3:outOfSaSla>
          <v3:rank>8</v3:rank>
        </v3:timeSlot>
        <v3:timeSlot>
          <v3:timeSlotId>15</v3:timeSlotId>
          <v3:timeSlotSize>30</v3:timeSlotSize>
          <v3:timeSlotStartDateTime>2018-06-04T13:00:08.895+02:00</v3:timeSlotStartDateTime>
          <v3:timeSlotEndDateTime>2018-06-04T17:00:08.895+02:00</v3:timeSlotEndDateTime>
          <v3:outOfSaSla>true</v3:outOfSaSla>
          <v3:rank>98</v3:rank>
        </v3:timeSlot>
        <v3:timeSlot>
          <v3:timeSlotId>16</v3:timeSlotId>
          <v3:timeSlotSize>40</v3:timeSlotSize>
          <v3:timeSlotStartDateTime>2018-06-04T08:00:08.895+02:00</v3:timeSlotStartDateTime>
          <v3:timeSlotEndDateTime>2018-06-04T10:00:08.895+02:00</v3:timeSlotEndDateTime>
          <v3:outOfSaSla>false</v3:outOfSaSla>
          <v3:rank>63</v3:rank>
        </v3:timeSlot>
      </v3:response>
    </v3:getAvailableTimeSlotsResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```

<v3:timeSlot>
  <v3:timeSlotId>17</v3:timeSlotId>
  <v3:timeSlotSize>40</v3:timeSlotSize>
  <v3:timeSlotStartDateTime>2018-06-04T10:00:08.895+02:00</v3:timeSlotStartDateTime>
  <v3:timeSlotEndDateTime>2018-06-04T12:00:08.895+02:00</v3:timeSlotEndDateTime>
  <v3:outOfSaSla>false</v3:outOfSaSla>
  <v3:rank>88</v3:rank>
</v3:timeSlot>
<v3:timeSlot>
  <v3:timeSlotId>18</v3:timeSlotId>
  <v3:timeSlotSize>40</v3:timeSlotSize>
  <v3:timeSlotStartDateTime>2018-06-04T13:00:08.895+02:00</v3:timeSlotStartDateTime>
  <v3:timeSlotEndDateTime>2018-06-04T15:00:08.895+02:00</v3:timeSlotEndDateTime>
  <v3:outOfSaSla>false</v3:outOfSaSla>
  <v3:rank>22</v3:rank>
</v3:timeSlot>
<v3:timeSlot>
  <v3:timeSlotId>20</v3:timeSlotId>
  <v3:timeSlotSize>10</v3:timeSlotSize>
  <v3:timeSlotStartDateTime>2018-06-05T08:00:08.895+02:00</v3:timeSlotStartDateTime>
  <v3:timeSlotEndDateTime>2018-06-05T17:00:08.895+02:00</v3:timeSlotEndDateTime>
  <v3:outOfSaSla>true</v3:outOfSaSla>
  <v3:rank>34</v3:rank>
</v3:timeSlot>
<v3:timeSlot>
  <v3:timeSlotId>21</v3:timeSlotId>
  <v3:timeSlotSize>30</v3:timeSlotSize>
  <v3:timeSlotStartDateTime>2018-06-05T08:00:08.895+02:00</v3:timeSlotStartDateTime>
  <v3:timeSlotEndDateTime>2018-06-05T12:00:08.895+02:00</v3:timeSlotEndDateTime>
  <v3:outOfSaSla>true</v3:outOfSaSla>
  <v3:rank>6</v3:rank>
</v3:timeSlot>
<v3:timeSlot>
  <v3:timeSlotId>23</v3:timeSlotId>
  <v3:timeSlotSize>40</v3:timeSlotSize>
  <v3:timeSlotStartDateTime>2018-06-05T08:00:08.895+02:00</v3:timeSlotStartDateTime>
  <v3:timeSlotEndDateTime>2018-06-05T10:00:08.895+02:00</v3:timeSlotEndDateTime>
  <v3:outOfSaSla>true</v3:outOfSaSla>
  <v3:rank>6</v3:rank>
</v3:timeSlot>
<v3:timeSlot>
  <v3:timeSlotId>24</v3:timeSlotId>
  <v3:timeSlotSize>40</v3:timeSlotSize>
  <v3:timeSlotStartDateTime>2018-06-05T10:00:08.895+02:00</v3:timeSlotStartDateTime>
  <v3:timeSlotEndDateTime>2018-06-05T12:00:08.895+02:00</v3:timeSlotEndDateTime>
  <v3:outOfSaSla>true</v3:outOfSaSla>
  <v3:rank>43</v3:rank>
</v3:timeSlot>
<v3:timeSlot>
  <v3:timeSlotId>25</v3:timeSlotId>
  <v3:timeSlotSize>40</v3:timeSlotSize>
  <v3:timeSlotStartDateTime>2018-06-05T13:00:08.895+02:00</v3:timeSlotStartDateTime>
  <v3:timeSlotEndDateTime>2018-06-05T15:00:08.895+02:00</v3:timeSlotEndDateTime>
  <v3:outOfSaSla>true</v3:outOfSaSla>
  <v3:rank>40</v3:rank>
</v3:timeSlot>
<v3:timeSlot>
  <v3:timeSlotId>29</v3:timeSlotId>
  <v3:timeSlotSize>30</v3:timeSlotSize>
  <v3:timeSlotStartDateTime>2018-06-06T13:00:08.956+02:00</v3:timeSlotStartDateTime>
  <v3:timeSlotEndDateTime>2018-06-06T17:00:08.956+02:00</v3:timeSlotEndDateTime>
  <v3:outOfSaSla>true</v3:outOfSaSla>
  <v3:rank>91</v3:rank>
</v3:timeSlot>
<v3:timeSlot>

```

```

        <v3:timeSlotId>31</v3:timeSlotId>
        <v3:timeSlotSize>40</v3:timeSlotSize>
        <v3:timeSlotStartDateTime>2018-06-06T10:00:08.956+02:00</v3:timeSlotStartDateTime>
        <v3:timeSlotEndDateTime>2018-06-06T12:00:08.956+02:00</v3:timeSlotEndDateTime>
        <v3:outOfSaSla>true</v3:outOfSaSla>
        <v3:rank>26</v3:rank>
    </v3:timeSlot>
    <v3:timeSlot>
        <v3:timeSlotId>32</v3:timeSlotId>
        <v3:timeSlotSize>40</v3:timeSlotSize>
        <v3:timeSlotStartDateTime>2018-06-06T13:00:08.956+02:00</v3:timeSlotStartDateTime>
        <v3:timeSlotEndDateTime>2018-06-06T15:00:08.956+02:00</v3:timeSlotEndDateTime>
        <v3:outOfSaSla>true</v3:outOfSaSla>
        <v3:rank>36</v3:rank>
    </v3:timeSlot>
</v3:response>
</v3:getAvailableTimeSlotsResponse>
</soapenv:Body>
</soapenv:Envelope>

```

5.3.2 Book Appointment

5.3.2.1 Request

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
  <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>${Header.Username}</wsse:Username>
        <wsse:Password>${Header.Password}</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v3:bookAppointment>
      <v3:request correlationId="BookAppointement WS Tutorial">
        <v3:ispId>777710</v3:ispId>
        <v3:bookingSessionId>000135111489839</v3:bookingSessionId>
        <v3:timeSlot>
          <v3:timeSlotId>13</v3:timeSlotId>
          <v3:timeSlotSize>10</v3:timeSlotSize>
          <v3:timeSlotStartDateTime>2018-06-04T08:00:08.895+02:00</v3:timeSlotStartDateTime>
          <v3:timeSlotEndDateTime>2018-06-04T17:00:08.895+02:00</v3:timeSlotEndDateTime>
          <v3:outOfSaSla>true</v3:outOfSaSla>
          <v3:rank>29</v3:rank>
        </v3:timeSlot>
        <v3:outOfSaSlaReason>Customer</v3:outOfSaSlaReason>
      </v3:request>
    </v3:bookAppointment>
  </soapenv:Body>
</soapenv:Envelope>

```

5.3.2.2 Response

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
  <soapenv:Body>
    <v3:bookAppointmentResponse xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
      <v3:response correlationId="BookAppointement WS Tutorial">
        <v3:success>true</v3:success>
        <v3:appointment>
          <v3:appointmentId>82907</v3:appointmentId>
          <v3:timeSlotStartDateTime>2018-06-04T08:00:08.895+02:00</v3:timeSlotStartDateTime>
          <v3:timeSlotEndDateTime>2018-06-04T17:00:08.895+02:00</v3:timeSlotEndDateTime>

```

```

    </v3:appointment>
  </v3:response>
</v3:bookAppointmentResponse>
</soapenv:Body>
</soapenv:Envelope>

```

5.3.2.3 GUI

Book Appointment

Fri, 01/06/2018	Sat, 02/06/2018	Sun, 03/06/2018	Mon, 04/06/2018				Tue, 05/06/2018		
			08:00-10:00	10:00-12:00	13:00-15:00	15:00-17:00	10:00-12:00	13:00-15:00	15:00-17:00
			08:00-12:00		13:00-17:00		08:00-12:00		
			08:00-17:00						

Level Of Supp: Standard
 Time Slot:
 Out of SLA:
 Out Of Sa Sla Reason:

From: 

5.3.3 Get Available Timeslots with Appointment

5.3.3.1 Request

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
  <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>${Header.Username}</wsse:Username>
        <wsse:Password>${Header.Password}</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security></soapenv:Header>
  <soapenv:Body>
    <v3:getAvailableTimeSlots>
      <v3:request correlationId="GetAvailableTimeSlots with App WS Tutorial">
        <v3:ispId>777710</v3:ispId>
        <v3:appointmentIdOld>82907</v3:appointmentIdOld>
        <v3:fromDateTime>2018-06-02T00:00:00.000</v3:fromDateTime>
      </v3:request>
    </v3:getAvailableTimeSlots>
  </soapenv:Body>
</soapenv:Envelope>

```

5.3.3.2 Response

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v3:getAvailableTimeSlotsResponse xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
      <v3:response correlationId="GetAvailableTimeSlots with App WS Tutorial">
        <v3:success>true</v3:success>
        <v3:bookingSessionId>000135111530337</v3:bookingSessionId>
      </v3:response>
    </v3:getAvailableTimeSlotsResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

```

        <v3:timeSlot>
          <v3:timeSlotId>13</v3:timeSlotId>
          <v3:timeSlotSize>10</v3:timeSlotSize>
          <v3:timeSlotStartDateTime>2018-06-04T08:00:33.366+02:00</v3:timeSlotStartDateTime>
          <v3:timeSlotEndDateTime>2018-06-04T17:00:33.366+02:00</v3:timeSlotEndDateTime>
          <v3:outOfSaSla>true</v3:outOfSaSla>
          <v3:rank>99</v3:rank>
        </v3:timeSlot>
      </v3:timeSlot>
      ...
    </v3:response>
  </v3:getAvailableTimeSlotsResponse>
</soapenv:Body>
</soapenv:Envelope>

```

5.3.4 Reschedule Appointment

5.3.4.1 Request

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
  <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>${Header.Username}</wsse:Username>
        <wsse:Password>${Header.Password}</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v3:rescheduleAppointment>
      <v3:request correlationId="reschedule WSG Tutorial">
        <v3:ispId>777710</v3:ispId>
        <v3:bookingSessionId>000135111530337</v3:bookingSessionId>
        <v3:timeSlot>
          <v3:timeSlotId>15</v3:timeSlotId>
          <v3:timeSlotSize>30</v3:timeSlotSize>
          <v3:timeSlotStartDateTime>2018-06-04T13:00:33.366+02:00</v3:timeSlotStartDateTime>
          <v3:timeSlotEndDateTime>2018-06-04T17:00:33.366+02:00</v3:timeSlotEndDateTime>
          <v3:outOfSaSla>true</v3:outOfSaSla>
          <v3:rank>92</v3:rank>
        </v3:timeSlot>
        <v3:outOfSaSlaReason>Swisscom</v3:outOfSaSlaReason>
        <v3:appointmentIdOld>82907</v3:appointmentIdOld>
      </v3:request>
    </v3:rescheduleAppointment>
  </soapenv:Body>
</soapenv:Envelope>

```

5.3.4.2 Response

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v3:bookAppointmentResponse xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
      <v3:response correlationId="reschedule WSG Tutorial">
        <v3:succes>true</v3:succes>
        <v3:appointment>

```

```

        <v3:appointmentId>386</v3:appointmentId>
        <v3:timeSlotStartDateTime>2018-06-04T13:00:33.366+02:00</v3:timeSlotStartDateTime>
        <v3:timeSlotEndDateTime>2018-06-04T17:00:33.366+02:00</v3:timeSlotEndDateTime>
    </v3:appointment>
</v3:response>
</v3:bookAppointmentResponse>
</soapenv:Body>
</soapenv:Envelope>

```

5.3.5 Cancel Appointment

5.3.5.1 Request

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
  <soapenv:Header/>
  <soapenv:Body>
    <v3:cancelAppointment>
      <v3:request correlationId="cancelAppointmentRequest WS Tutorial">
        <v3:ispId>777710</v3:ispId>
        <v3:appointmentId>386</v3:appointmentId>
      </v3:request>
    </v3:cancelAppointment>
  </soapenv:Body>
</soapenv:Envelope>

```

5.3.5.2 Response

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
  <soapenv:Body>
    <v3:cancelAppointmentResponse xmlns:v3="http://www.swisscom.com/wsg/appBook/v3">
      <v3:response correlationId="cancelAppointmentRequest WS Tutorial">
        <v3:success>true</v3:success>
      </v3:response>
    </v3:cancelAppointmentResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

5.4 Creation of a Trouble Ticket

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

5.4.1 Request

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
  <soapenv:Header/>
  <soapenv:Body>
    <v41:createTroubleTicket>
      <v41:request correlationId="createTroubleTicket">
        <v41:ispId>777710</v41:ispId>
        <v41:ispTtRef>WS_TEST_1</v41:ispTtRef>
        <v41:ispPhoneNr>0584443593</v41:ispPhoneNr>
        <v41:endUser>
          <v41:street>Schorenstrasse</v41:street>
          <v41:houseNr>68e</v41:houseNr>
          <v41:building>1a</v41:building>
          <v41:zip>3000</v41:zip>
          <v41:city>Bern</v41:city>
          <v41:endUserName>EndUserName</v41:endUserName>
          <v41:endUserLogin>REndUserLogin</v41:endUserLogin>
          <v41:endUserPhoneNr>0794140424</v41:endUserPhoneNr>
        </v41:endUser>
        <v41:contactInfo>

```

```

        <v41:firstName>Hans</v41:firstName>
        <v41:lastName>Meier</v41:lastName>
        <v41:phoneNr>0313220133</v41:phoneNr>
        <v41:notificationType>2</v41:notificationType>
        <v41:notificationAddress>0786001221</v41:notificationAddress>
    </v41:contactInfo>
    <v41:dnVnNsn>0108542092</v41:dnVnNsn>
    <v41:dnType>13</v41:dnType>
    <v41:bbType>2</v41:bbType>
    <v41:stnrDdi/>
    <v41:problemDescription>any Problem with somewhat reason</v41:problemDescription>
    <v41:problemDateTime>2009-09-01T09:30:47.0+02:00</v41:problemDateTime>
    <v41:lastLoginDateTime>2009-09-01T08:30:47.0+02:00</v41:lastLoginDateTime>
    <v41:comment>any comment</v41:comment>
    <v41:serviceProblem>
        <v41:contrEleId>100</v41:contrEleId>
        <v41:serviceSpeedProfileNr>248</v41:serviceSpeedProfileNr>
        <v41:bbcsEquipment>Equipment</v41:bbcsEquipment>
        <v41:errorCategory>541</v41:errorCategory>
    </v41:serviceProblem>
    <v41:endUserNotificationType>Email</v41:endUserNotificationType>
    <v41:endUserNotificationAddress>WS_TEST_Notif_Addr</v41:endUserNotificationAddress>
    <v41:ispApplicationId>100900</v41:ispApplicationId>
    <v41:ispApplicationEntityId/>
    <v41:measuredIspValues>Measurements ISP</v41:measuredIspValues>
    <v41:saSlaRequested>1</v41:saSlaRequested>
</v41:request>
</v41:createTroubleTicket>
</soapenv:Body>
</soapenv:Envelope>

```

5.4.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Header/>
  <soapenv:Body>
    <v41:createTroubleTicketResponse xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
      <v41:response correlationId="">
        <v41:success>true</v41:success>
        <v41:operationLogId>432690575</v41:operationLogId>
        <v41:ttIdWsg>2447640</v41:ttIdWsg>
        <v41:ttState>1</v41:ttState>
        <v41:dnType>13</v41:dnType>
        <v41:bbType>2</v41:bbType>
      </v41:response>
    </v41:createTroubleTicketResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

5.4.3 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		ISP ISP 777710 Testaccount WSG Team ISP phone 0584443593 ISP ticket ref. WS_TEST_1 ISP Application ID 100900 ISP Application Entity ID -		
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		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		
Connection BBBCS 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 -		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		
Fiber Info OTO Id - OTO Plug Nr - OTO Partner Label - BEP Site Category -		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				

5.4.4 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.

Get Detail shows an example of the data that can be retrieved.

5.4.5 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

5.4.6 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 a trouble ticket is only possible on one of the implemented services ("BestEffort on Fiber")
- For ULL lines ("Full-Access" or "Full-Access Subloop") a trouble ticket can be created on this service itself

5.5 Get Detail

5.5.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
  <soapenv:Header/>
  <soapenv:Body>
    <v41:getDetailTroubleTicket>
      <v41:request correlationId="getDetailTroubleTicket">
        <v41:ispId>777710</v41:ispId>
        <v41:ttIdWsg>2447640</v41:ttIdWsg>
      </v41:request>
    </v41:getDetailTroubleTicket>
  </soapenv:Body>
</soapenv:Envelope>
```

5.5.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Header/>
  <soapenv:Body>
    <v41:getDetailTroubleTicketResponse xmlns:v41="http://www.swisscom.com/wsg/tt/v41"
      xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
      <v41:response>
        <v41:success>true</v41:success>
        <v41:ticket>
          <v41:ttState>5</v41:ttState>
          <v41:entryDateTime>2019-10-30T09:43:18.000+01:00</v41:entryDateTime>
          <v41:lastModifiedDateTime>2019-10-30T09:43:39.000+01:00</v41:lastModifiedDateTime>
          <v41:lastModifiedUsername>SYSTEM</v41:lastModifiedUsername>
          <v41:problemDescription>any Problem with somewhat reason</v41:problemDescription>
          <v41:progressComment>message 1</v41:progressComment>
          <v41:billingAction>1</v41:billingAction>
          <v41:ttIdWsg>2447640</v41:ttIdWsg>
          <v41:ttIdSys>157242500332000</v41:ttIdSys>
          <v41:ispTtRef>WS_TEST_1</v41:ispTtRef>
        </v41:ticket>
      </v41:response>
    </v41:getDetailTroubleTicketResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```
<v41:ispId>777710</v41:ispId>
<v41:ispName>Testaccount WSG Team</v41:ispName>
<v41:ispPhoneNr>0584443593</v41:ispPhoneNr>
<v41:comment>any comment</v41:comment>
<v41:contrEleId>100</v41:contrEleId>
<v41:errorCategory>541</v41:errorCategory>
<v41:problemDateTime>2009-09-01T09:30:00.000+02:00</v41:problemDateTime>
<v41:endUser>
  <v41:street>Schorenstrasse</v41:street>
  <v41:houseNr>68e</v41:houseNr>
  <v41:building>1a</v41:building>
  <v41:zip>3000</v41:zip>
  <v41:city>Bern</v41:city>
  <v41:endUserName>EndUserName</v41:endUserName>
  <v41:endUserLogin>REndUserLogin</v41:endUserLogin>
  <v41:endUserPhoneNr>0794140424</v41:endUserPhoneNr>
</v41:endUser>
<v41:contactInfo>
  <v41:firstName>Hans</v41:firstName>
  <v41:lastName>Meier</v41:lastName>
  <v41:phoneNr>0313220133</v41:phoneNr>
  <v41:language>de</v41:language>
  <v41:notificationType>2</v41:notificationType>
  <v41:notificationAddress>0786001221</v41:notificationAddress>
  <v41:preferredContactType>1</v41:preferredContactType>
</v41:contactInfo>
<v41:dnVnNsn>0108542092</v41:dnVnNsn>
<v41:dnVnNsnReq>0108542092</v41:dnVnNsnReq>
<v41:dnType>13</v41:dnType>
<v41:bbType>2</v41:bbType>
<v41:serviceSpeedProfileNr>248</v41:serviceSpeedProfileNr>
<v41:serviceSpeedProfileNrReq>248</v41:serviceSpeedProfileNrReq>
<v41:cableBox>
  <v41:boardNr>10000</v41:boardNr>
  <v41:switchingPlaceNr>1</v41:switchingPlaceNr>
  <v41:contactType>1</v41:contactType>
  <v41:contactNr>1</v41:contactNr>
</v41:cableBox>
<v41:lastLoginDateTime>2009-09-01T08:30:00.000+02:00</v41:lastLoginDateTime>
<v41:ttSaSla>4</v41:ttSaSla>
<v41:wsgSaSla>4</v41:wsgSaSla>
<v41:bbcsEquipment>Equipment</v41:bbcsEquipment>
<v41:suspended>false</v41:suspended>
<v41:nrOfWires>2</v41:nrOfWires>
<v41:ppId>0</v41:ppId>
<v41:lineMeasurementData>
  <v41:noiseMarginUp>11.1</v41:noiseMarginUp>
  <v41:noiseMarginDown>14</v41:noiseMarginDown>
  <v41:actualBitrateUp>16504</v41:actualBitrateUp>
  <v41:actualBitrateDown>55040</v41:actualBitrateDown>
  <v41:attainableBitrateUp>23728</v41:attainableBitrateUp>
  <v41:attainableBitrateDown>16.8</v41:attainableBitrateDown>
  <v41:attenuationDown>14.8</v41:attenuationDown>
  <v41:nrSpontaneousResyncs>1</v41:nrSpontaneousResyncs>
  <v41:calculatedLineLength>862</v41:calculatedLineLength>
  <v41:correctionDbLineLength>872</v41:correctionDbLineLength>
  <v41:xdslLineState>up</v41:xdslLineState>
  <v41:lastStatusChange>1970-01-01T01:00:00.000+01:00</v41:lastStatusChange>
  <v41:icaResult>
    <v41:analysisDate>2016-03-15T14:46:15.000+01:00</v41:analysisDate>
    <v41:analysisDate24h>2016-03-10T14:46:15.000+01:00</v41:analysisDate24h>
    <v41:analysisState>6</v41:analysisState>
    <v41:analysisType>1</v41:analysisType>
    <v41:problemDetected>0</v41:problemDetected>
    <v41:potentialAttainBitrateDown>-1</v41:potentialAttainBitrateDown>
```

```

<v41:potentialAttainBitrateUp>-1</v41:potentialAttainBitrateUp>
<v41:potentialAccessProfileNr>0</v41:potentialAccessProfileNr>
<v41:accessSpeedGainDown>-1</v41:accessSpeedGainDown>
<v41:accessSpeedGainUp>-1</v41:accessSpeedGainUp>
<v41:accessProblemType>0</v41:accessProblemType>
<v41:bbrSocketInstalled>>false</v41:bbrSocketInstalled>
<v41:bbrSocketInstallationDate>1970-01-
01T02:00:00.000+01:00</v41:bbrSocketInstallationDate>
<v41:icaProblems>
  <v41:description>1</v41:description>
  <v41:descriptionText>BridgeTap</v41:descriptionText>
  <v41:confidence>90</v41:confidence>
  <v41:impact>reduced.attainable.rate.us.ds.quantified 6968 1528
kb/s</v41:impact>
  <v41:impactAttainBitrateDown>0</v41:impactAttainBitrateDown>
  <v41:impactAttainBitrateUp>0</v41:impactAttainBitrateUp>
</v41:icaProblems>
<v41:icaProblems>
  <v41:description>2</v41:description>
  <v41:descriptionText>Degraded Contact</v41:descriptionText>
  <v41:confidence>91</v41:confidence>
  <v41:impact>reduced.attainable.rate.us.ds.quantified 6968 1528
kb/s</v41:impact>
  <v41:impactAttainBitrateDown>0</v41:impactAttainBitrateDown>
  <v41:impactAttainBitrateUp>0</v41:impactAttainBitrateUp>
</v41:icaProblems>
</v41:icaResult>
</v41:lineMeasurementData>
<v41:opStatus>7</v41:opStatus>
<v41:ispApplicationId>100900</v41:ispApplicationId>
<v41:bbAdslEmulated>1</v41:bbAdslEmulated>
<v41:measuredIspValues>Measurements ISP</v41:measuredIspValues>
<v41:workLogList xsi:type="v41:workLogExtendedType">
  <v41:workLogSummary>OTDR-Measurements-CO</v41:workLogSummary>
  <v41:workLogNotes>OTDR-Interruption 12345
OTDR-Attenuation 67890</v41:workLogNotes>
  <v41:workLogDateTime>2019-10-30T09:43:39.000+01:00</v41:workLogDateTime>
  <v41:createdByBackendSystem>true</v41:createdByBackendSystem>
</v41:workLogList>
<v41:workLogList xsi:type="v41:workLogExtendedType">
  <v41:workLogSummary>OTDR-Measurements-CUST</v41:workLogSummary>
  <v41:workLogNotes>OTDR-Interruption 09876
OTDR-Attenuation 54321</v41:workLogNotes>
  <v41:workLogDateTime>2019-10-30T09:43:39.000+01:00</v41:workLogDateTime>
  <v41:createdByBackendSystem>true</v41:createdByBackendSystem>
</v41:workLogList>
<v41:workLogList xsi:type="v41:workLogExtendedType">
  <v41:workLogSummary>3. Summary from Simulator: status=openActivate triggered by
create</v41:workLogSummary>
  <v41:workLogNotes>3 - This is a Note from the TIBCO Simulator --- (3. Summary
from Simulator: status=openActivate triggered by create) --- WorkLogText 1: $fä .-{}è!ü"![]&lt;
123 ABC öäü --</v41:workLogNotes>
  <v41:workLogDateTime>2019-10-30T09:43:39.000+01:00</v41:workLogDateTime>
  <v41:createdByBackendSystem>true</v41:createdByBackendSystem>
</v41:workLogList>
<v41:workLogList xsi:type="v41:workLogExtendedType">
  <v41:workLogSummary>2. Summary from Simulator: status=openActivate triggered by
create</v41:workLogSummary>
  <v41:workLogNotes>2 - This is a Note from the TIBCO Simulator --- (2. Summary
from Simulator: status=openActivate triggered by create) --- WorkLogText 1: $fä .-{}è!ü"![]&lt;
123 ABC öäü --</v41:workLogNotes>
  <v41:workLogDateTime>2019-10-30T09:43:39.000+01:00</v41:workLogDateTime>
  <v41:createdByBackendSystem>true</v41:createdByBackendSystem>
</v41:workLogList>
<v41:workLogList xsi:type="v41:workLogExtendedType">

```

```

        <v41:workLogSummary>1. Summary from Simulator: status=openActivate triggered by
create</v41:workLogSummary>
        <v41:workLogNotes>1 - This is a Note from the TIBCO Simulator --- (1. Summary
from Simulator: status=openActivate triggered by create) --- WorkLogText 1: $fä .-{}è!ü"[]&lt;
123 ABC öäü --</v41:workLogNotes>
        <v41:workLogDateTime>2019-10-30T09:43:39.000+01:00</v41:workLogDateTime>
        <v41:createdByBackendSystem>true</v41:createdByBackendSystem>
    </v41:workLogList>
    <v41:historyItem>
        <v41:ttState>4</v41:ttState>
        <v41:entryDateTime>2019-10-30T09:43:18.000+01:00</v41:entryDateTime>
        <v41:lastModifiedDateTime>2019-10-
30T09:43:23.000+01:00</v41:lastModifiedDateTime>
        <v41:lastModifiedUsername>WSG Backend</v41:lastModifiedUsername>
        <v41:responseComment>Ticket successfully sent to ITSM (createTT): id=2447640
TicketIdItsm=157242500332000</v41:responseComment>
        <v41:problemDescription>any Problem with somewhat
reason</v41:problemDescription>
        <v41:billingAction>1</v41:billingAction>
    </v41:historyItem>
    <v41:historyItem>
        <v41:ttState>3</v41:ttState>
        <v41:entryDateTime>2019-10-30T09:43:18.000+01:00</v41:entryDateTime>
        <v41:lastModifiedDateTime>2019-10-
30T09:43:20.000+01:00</v41:lastModifiedDateTime>
        <v41:lastModifiedUsername>Batch</v41:lastModifiedUsername>
        <v41:problemDescription>any Problem with somewhat
reason</v41:problemDescription>
        <v41:billingAction>1</v41:billingAction>
    </v41:historyItem>
    <v41:historyItem>
        <v41:ttState>1</v41:ttState>
        <v41:entryDateTime>2019-10-30T09:43:18.000+01:00</v41:entryDateTime>
        <v41:lastModifiedDateTime>2019-10-
30T09:43:18.000+01:00</v41:lastModifiedDateTime>
        <v41:lastModifiedUsername>HP Tester</v41:lastModifiedUsername>
        <v41:problemDescription>any Problem with somewhat
reason</v41:problemDescription>
        <v41:billingAction>1</v41:billingAction>
    </v41:historyItem>
    <v41:endPoint>
        <v41:dnOffice>64BOL</v41:dnOffice>
        <v41:site>BOL</v41:site>
        <v41:bbDeviceLocation>BOL</v41:bbDeviceLocation>
        <v41:siteCategory>6</v41:siteCategory>
        <v41:availableTechnologyTypes>
            <v41:technologyType>2</v41:technologyType>
        </v41:availableTechnologyTypes>
    </v41:endPoint>
    <v41:cpeInfo>
        <v41:cpeName>Motorola 7347-44 POTS rel.7.9</v41:cpeName>
    </v41:cpeInfo>
    <v41:vectorized>false</v41:vectorized>
    <v41:technologyType>1</v41:technologyType>
</v41:ticket>
</v41:response>
</v41:getDetailTroubleTicketResponse>
</soapenv:Body>
</soapenv:Envelope>

```

5.6 Reopen a Trouble Ticket

Reopen and Close are available in the state RESOLVED and allows the ISP to close the ticket if he agrees that the issue is solved or reopen it and put it back to INWORK for Swisscom.

History

Modified	User Name	TT State	TT State ITSM	TT State Reason	Response Comment
06. Aug. 2020 09:49:53	HP Tester	INWORK	<i>cleared</i>	Zukünftige Verbesserungen	Ticket reopened by ISP
06. Aug. 2020 09:33:54	SYSTEM	RESOLVED	<i>cleared</i>	Zukünftige Verbesserungen	251 - BBBS-Access Swisscom O.K.
06. Aug. 2020 09:33:45	SYSTEM	INWORK	<i>openActivate.onsite</i>		-

5.6.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
  <soapenv:Header/>
  <soapenv:Body>
    <v41:reopenTroubleTicket>
      <v41:request>
        <v41:ispId>777710</v41:ispId>
        <v41:ttIdWsg>2447640</v41:ttIdWsg>
      </v41:request>
    </v41:reopenTroubleTicket>
  </soapenv:Body>
</soapenv:Envelope>
```

5.6.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
  <soapenv:Header/>
  <soapenv:Body>
    <v41:reopenTroubleTicketResponse xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
      <v41:response>
        <v41:success>true</v41:success>
        <v41:ttIdWsg>2447640</v41:ttIdWsg>
      </v41:response>
    </v41:reopenTroubleTicketResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

5.7 Close a Trouble Ticket

History

Modified	User Name	TT State	TT State ITSM	TT State Reason	Response Comment
06. Aug. 2020 09:52:05	HP Tester	CLOSED	<i>cleared</i>	Zukünftige Verbesserungen	Ticket closed by ISP
06. Aug. 2020 09:47:38	SYSTEM	RESOLVED	<i>cleared</i>	Zukünftige Verbesserungen	251 - BBCS-Access Swisscom O.K.
06. Aug. 2020 09:47:31	SYSTEM	INWORK	<i>openActivate.onsite</i>		-

5.7.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
  <soapenv:Header/>
  <soapenv:Body>
    <v41:closeTroubleTicket>
      <v41:request>
        <v41:ispId>777710</v41:ispId>
        <v41:ttIdWsg>2447660</v41:ttIdWsg>
      </v41:request>
    </v41:closeTroubleTicket>
  </soapenv:Body>
</soapenv:Envelope>
```

5.7.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
  <soapenv:Header/>
  <soapenv:Body>
    <v41:closeTroubleTicketResponse xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
      <v41:response>
        <v41:success>true</v41:success>
        <v41:ttIdWsg>2447660</v41:ttIdWsg>
      </v41:response>
    </v41:closeTroubleTicketResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

5.8 AccessProfile modification

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

5.8.1 getValidAccessProfiles

5.8.1.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
  <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-seext-1.0.xsd">
      <wsse:UsernameToken>
        <wsse:Username>theUsername</wsse:Username>
        <wsse:Password>thePassword</wsse:Password>
      </wsse:UsernameToken>
    </wsse:Security>
  </soapenv:Header>
  <soapenv:Body>
    <v41:getValidAccessProfilesRequest>
      <v41:request correlationId="getValidAccessProfiles">
        <v41:ispId>777710</v41:ispId>
        <v41:dnVnNsn>0108542092</v41:dnVnNsn>
      </v41:request>
    </v41:getValidAccessProfilesRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

5.8.1.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
  <soapenv:Header/>
  <soapenv:Body>
    <v41:getValidAccessProfilesResponse xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
      <v41:response correlationId="getValidAccessProfiles">
        <v41:success>true</v41:success>
        <v41:validAccessProfile>
          <v41:accessSpeedProfileNr>33</v41:accessSpeedProfileNr>
          <v41:psdClass>10</v41:psdClass>
          <v41:interleaveMode>3</v41:interleaveMode>
          <v41:bbType>2</v41:bbType>
          <v41:technologyType>1</v41:technologyType>
        </v41:validAccessProfile>
        <v41:validAccessProfile>
          <v41:accessSpeedProfileNr>33</v41:accessSpeedProfileNr>
          <v41:psdClass>20</v41:psdClass>
          <v41:interleaveMode>3</v41:interleaveMode>
          <v41:bbType>2</v41:bbType>
          <v41:technologyType>1</v41:technologyType>
        </v41:validAccessProfile>
        <v41:validAccessProfile>
          <v41:accessSpeedProfileNr>33</v41:accessSpeedProfileNr>
          <v41:psdClass>30</v41:psdClass>
          <v41:interleaveMode>3</v41:interleaveMode>
          <v41:bbType>2</v41:bbType>
          <v41:technologyType>1</v41:technologyType>
        </v41:validAccessProfile>
        <v41:validAccessProfile>
          <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
          <v41:psdClass>10</v41:psdClass>
        </v41:validAccessProfile>
      </v41:response>
    </v41:getValidAccessProfilesResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

```

        <v41:interleaveMode>2</v41:interleaveMode>
        <v41:bbType>2</v41:bbType>
        <v41:technologyType>1</v41:technologyType>
    </v41:validAccessProfile>
    <v41:validAccessProfile>
        <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
        <v41:psdClass>20</v41:psdClass>
        <v41:interleaveMode>2</v41:interleaveMode>
        <v41:bbType>2</v41:bbType>
        <v41:technologyType>1</v41:technologyType>
    </v41:validAccessProfile>
    <v41:validAccessProfile>
        <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
        <v41:psdClass>30</v41:psdClass>
        <v41:interleaveMode>2</v41:interleaveMode>
        <v41:bbType>2</v41:bbType>
        <v41:technologyType>1</v41:technologyType>
    </v41:validAccessProfile>
    <v41:validAccessProfile>
        <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
        <v41:psdClass>10</v41:psdClass>
        <v41:interleaveMode>3</v41:interleaveMode>
        <v41:bbType>2</v41:bbType>
        <v41:technologyType>1</v41:technologyType>
    </v41:validAccessProfile>
    <v41:validAccessProfile>
        <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
        <v41:psdClass>20</v41:psdClass>
        <v41:interleaveMode>3</v41:interleaveMode>
        <v41:bbType>2</v41:bbType>
        <v41:technologyType>1</v41:technologyType>
    </v41:validAccessProfile>
    <v41:validAccessProfile>
        <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
        <v41:psdClass>30</v41:psdClass>
        <v41:interleaveMode>3</v41:interleaveMode>
        <v41:bbType>2</v41:bbType>
        <v41:technologyType>1</v41:technologyType>
    </v41:validAccessProfile>
    <v41:validAccessProfile>
        <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
        <v41:psdClass>10</v41:psdClass>
        <v41:interleaveMode>4</v41:interleaveMode>
        <v41:bbType>2</v41:bbType>
        <v41:technologyType>1</v41:technologyType>
    </v41:validAccessProfile>
    <v41:validAccessProfile>
        <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
        <v41:psdClass>20</v41:psdClass>
        <v41:interleaveMode>4</v41:interleaveMode>
        <v41:bbType>2</v41:bbType>
        <v41:technologyType>1</v41:technologyType>
    </v41:validAccessProfile>
    <v41:validAccessProfile>
        <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
        <v41:psdClass>30</v41:psdClass>
        <v41:interleaveMode>4</v41:interleaveMode>
        <v41:bbType>2</v41:bbType>
        <v41:technologyType>1</v41:technologyType>
    </v41:validAccessProfile>
    <v41:validAccessProfile>
        <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
        <v41:psdClass>10</v41:psdClass>
        <v41:interleaveMode>5</v41:interleaveMode>
        <v41:bbType>2</v41:bbType>
    </v41:validAccessProfile>

```

```

        <v41:technologyType>1</v41:technologyType>
    </v41:validAccessProfile>
</v41:validAccessProfile>
    <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
    <v41:psdClass>20</v41:psdClass>
    <v41:interleaveMode>5</v41:interleaveMode>
    <v41:bbType>2</v41:bbType>
    <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
    <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
    <v41:psdClass>30</v41:psdClass>
    <v41:interleaveMode>5</v41:interleaveMode>
    <v41:bbType>2</v41:bbType>
    <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
    <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
    <v41:psdClass>10</v41:psdClass>
    <v41:interleaveMode>6</v41:interleaveMode>
    <v41:bbType>2</v41:bbType>
    <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
    <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
    <v41:psdClass>20</v41:psdClass>
    <v41:interleaveMode>6</v41:interleaveMode>
    <v41:bbType>2</v41:bbType>
    <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
    <v41:accessSpeedProfileNr>34</v41:accessSpeedProfileNr>
    <v41:psdClass>30</v41:psdClass>
    <v41:interleaveMode>6</v41:interleaveMode>
    <v41:bbType>2</v41:bbType>
    <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
    <v41:accessSpeedProfileNr>158</v41:accessSpeedProfileNr>
    <v41:psdClass>10</v41:psdClass>
    <v41:interleaveMode>2</v41:interleaveMode>
    <v41:bbType>2</v41:bbType>
    <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
    <v41:accessSpeedProfileNr>158</v41:accessSpeedProfileNr>
    <v41:psdClass>20</v41:psdClass>
    <v41:interleaveMode>2</v41:interleaveMode>
    <v41:bbType>2</v41:bbType>
    <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
    <v41:accessSpeedProfileNr>158</v41:accessSpeedProfileNr>
    <v41:psdClass>30</v41:psdClass>
    <v41:interleaveMode>2</v41:interleaveMode>
    <v41:bbType>2</v41:bbType>
    <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
    <v41:accessSpeedProfileNr>158</v41:accessSpeedProfileNr>
    <v41:psdClass>10</v41:psdClass>
    <v41:interleaveMode>3</v41:interleaveMode>
    <v41:bbType>2</v41:bbType>
    <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>

```

```

<v41:validAccessProfile>
  <v41:accessSpeedProfileNr>158</v41:accessSpeedProfileNr>
  <v41:psdClass>20</v41:psdClass>
  <v41:interleaveMode>3</v41:interleaveMode>
  <v41:bbType>2</v41:bbType>
  <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
  <v41:accessSpeedProfileNr>28</v41:accessSpeedProfileNr>
  <v41:psdClass>30</v41:psdClass>
  <v41:interleaveMode>3</v41:interleaveMode>
  <v41:bbType>2</v41:bbType>
  <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
  <v41:accessSpeedProfileNr>28</v41:accessSpeedProfileNr>
  <v41:psdClass>10</v41:psdClass>
  <v41:interleaveMode>4</v41:interleaveMode>
  <v41:bbType>2</v41:bbType>
  <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
  <v41:accessSpeedProfileNr>28</v41:accessSpeedProfileNr>
  <v41:psdClass>20</v41:psdClass>
  <v41:interleaveMode>4</v41:interleaveMode>
  <v41:bbType>2</v41:bbType>
  <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
<v41:validAccessProfile>
  <v41:accessSpeedProfileNr>28</v41:accessSpeedProfileNr>
  <v41:psdClass>30</v41:psdClass>
  <v41:interleaveMode>4</v41:interleaveMode>
  <v41:bbType>2</v41:bbType>
  <v41:technologyType>1</v41:technologyType>
</v41:validAccessProfile>
</v41:response>
</v41:getValidAccessProfilesResponse>
</soapenv:Body>
</soapenv:Envelope>

```

5.8.2 modifyAccessProfile

5.8.2.1 Request

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
  <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>
    <v41:modifyAccessProfileRequest>
      <v41:request correlationId="anyCorrelation">
        <v41:ispId>777710</v41:ispId>
        <v41:dnVnNsn>0108542092</v41:dnVnNsn>
        <v41:accessSpeedProfileNr>33</v41:accessSpeedProfileNr>
        <v41:psdClass>20</v41:psdClass>
        <v41:interleaveMode>3</v41:interleaveMode>
      </v41:request>
    </v41:modifyAccessProfileRequest>
  </soapenv:Body>
</soapenv:Envelope>

```

```

        <v41:bbType>2</v41:bbType>
        <v41:technologyType>1</v41:technologyType>
    </v41:request>
</v41:modifyAccessProfileRequest>
</soapenv:Body>
</soapenv:Envelope>

```

5.8.2.2 Response

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
    <soapenv:Header/>
    <soapenv:Body>
        <v41:modifyAccessProfileResponse xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
            <v41:response correlationId="anyCorrelation">
                <v41:success>true</v41:success>
                <v41:operationLogId>432690597</v41:operationLogId>
                <v41:orderNr>77771020191030000021000000</v41:orderNr>
            </v41:response>
        </v41:modifyAccessProfileResponse>
    </soapenv:Body>
</soapenv:Envelope>

```

5.9 Connectivity Check

ISP can execute a Connectivity Check. The Check can be made either by DN / VN / NSN or by OTO.

5.9.1 Request

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
    xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
    <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>
        <v41:getConnectivityCheckRequest>
            <v41:request correlationId="anyCorrelation">
                <v41:ispId>777710</v41:ispId>
                <v41:dnVnNsn>0108903487</v41:dnVnNsn>
            </v41:request>
        </v41:getConnectivityCheckRequest>
    </soapenv:Body>
</soapenv:Envelope>

```

5.9.2 Response

```

<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
    <soapenv:Header/>
    <soapenv:Body>
        <v41:getConnectivityCheckResponse xmlns:v41="http://www.swisscom.com/wsg/tt/v41">
            <v41:response>
                <v41:success>true</v41:success>
                <v41:operationLogId>432689867</v41:operationLogId>
                <v41:ipAddress>255.233.254.254</v41:ipAddress>
                <v41:incSTT>
                    <v41:troubleTicketKey>INC000005129081</v41:troubleTicketKey>
                </v41:incSTT>
            </v41:response>
        </v41:getConnectivityCheckResponse>
    </soapenv:Body>
</soapenv:Envelope>

```

```

        <v41:troubleTicketState>deferred</v41:troubleTicketState>
        <v41:resolutionCategorizationTier1/>
        <v41:zip>8805</v41:zip>
        <v41:city>ZH</v41:city>
    </v41:incSTT>
    <v41:incMT>
        <v41:changeRequestId>CRQ000000988122</v41:changeRequestId>
        <v41:resources>
            <v41:ncObjectId>9151129342413558321</v41:ncObjectId>
            <v41:name>ipd-rm5j740-s-ph-01</v41:name>
        </v41:resources>
        <v41:maintenanceStatus>Scheduled</v41:maintenanceStatus>
        <v41:startDateTime>2019-02-08T10:00:00.000+01:00</v41:startDateTime>
        <v41:endDateTime>2019-02-08T17:00:00.000+01:00</v41:endDateTime>
    </v41:incMT>
    <v41:incMT>
        <v41:changeRequestId>10001749881</v41:changeRequestId>
        <v41:resources>
            <v41:ncObjectId>9149125435413461182</v41:ncObjectId>
            <v41:name>ipd-ric740-s-hh-14</v41:name>
        </v41:resources>
        <v41:resources>
            <v41:ncObjectId>9149125435413461179</v41:ncObjectId>
            <v41:name>ipd-ric740-s-hh-14</v41:name>
        </v41:resources>
        <v41:maintenanceStatus>Scheduled</v41:maintenanceStatus>
        <v41:startDateTime>2019-03-01T02:00:00.000+01:00</v41:startDateTime>
        <v41:endDateTime>2019-03-01T06:00:00.000+01:00</v41:endDateTime>
    </v41:incMT>
    <v41:vitality>
        <v41:value>100</v41:value>
        <v41:confidence>100</v41:confidence>
    </v41:vitality>
    </v41:response>
</v41:getConnectivityCheckResponse>
</soapenv:Body>
</soapenv:Envelope>

```

6 Assurance (ULL Trouble Ticket)

6.1 Creation of a Trouble Ticket

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

6.1.1 Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v4="http://www.swisscom.com/wsg/fa/v4">
  <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>
    <v4:createTroubleTicket>
      <v4:request correlationId="BC_102">
        <v4:ptsId>777710</v4:ptsId>
        <v4:contrEleId>19</v4:contrEleId>
        <v4:dnVnNsn>0188888001</v4:dnVnNsn>
        <v4:ptsPhoneNr>0440000000</v4:ptsPhoneNr>
        <v4:ptsTicketRef>42</v4:ptsTicketRef>
        <v4:endUserName>HP Tester</v4:endUserName>
        <v4:endUserCompany/>
        <v4:endUserPhoneNr>0310000000</v4:endUserPhoneNr>
        <v4:endUserAddress>
          <v4:street>Grubenstrasse</v4:street>
          <v4:houseNr>11</v4:houseNr>
          <v4:zip>3000</v4:zip>
          <v4:city>Urtenen</v4:city>
        </v4:endUserAddress>
        <v4:faTechnology>008</v4:faTechnology>
        <v4:problemDescription>doesn't work</v4:problemDescription>
        <v4:errorCategory>600</v4:errorCategory>
        <v4:problemDateTime>2010-04-05T00:00:00.000+02:00</v4:problemDateTime>
      </v4:request>
    </v4:createTroubleTicket>
  </soapenv:Body>
</soapenv:Envelope>
```

6.2 Get Detail

6.2.1 Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v4="http://www.swisscom.com/wsg/fa/v4">
  <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>
    <v4:getDetailTroubleTicket>
```

```
<v4:request correlationId="BC_102">
  <v4:ptsId>777710</v4:ptsId>
  <v4:ttIdWsg>77771020190709000004000000</v4:ttIdWsg>
</v4:request>
</v4:getDetailTroubleTicket>
</soapenv:Body>
</soapenv:Envelope>
```

6.3 Add WorkLog

6.3.1 Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
  xmlns:v4="http://www.swisscom.com/wsg/fa/v4">
  <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>
    <v4:addWorkLog>
      <v4:request>
        <v4:ptsId>777710</v4:ptsId>
        <v4:ttIdWsg>77771020190709000004000000</v4:ttIdWsg>
        <v4:workLog>
          <v4:workLogSummary>Demo Worklog</v4:workLogSummary>
        </v4:workLog>
      </v4:request>
    </v4:addWorkLog>
  </soapenv:Body>
</soapenv:Envelope>
```

7 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.

7.1 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

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

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	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

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7.2 Notifications

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

8 Appendix A: Notifications created for order

8.1 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>
    <v22:getNotification xmlns:v22="http://www.swisscom.com/wsg/notification/v22">
      <v22:request>
        <v22:ispId>777710</v22:ispId>
        <v22:object>1</v22:object>
        <v22:notificationIdFrom>137743972</v22:notificationIdFrom>
      </v22:request>
    </v22:getNotification>
  </soapenv:Body>
</soapenv:Envelope>
```

8.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
  <soapenv:Body>
    <v22:getNotificationResponse xmlns:v22="http://www.swisscom.com/wsg/notification/v22">
      <v22:response>
        <v22:success>true</v22:success>
        <v22:limitReached>false</v22:limitReached>
        <v22:notification>
          <v22:notificationId>137744007</v22:notificationId>
          <v22:notificationDateTime>2017-05-22T10:32:50.426+02:00</v22:notificationDateTime>
          <v22:notificationEvent>1</v22:notificationEvent>
          <v22:object>1</v22:object>
          <v22:objectType>1</v22:objectType>
          <v22:initiator>1</v22:initiator>
          <v22:activator>1</v22:activator>
          <v22:objectState>1</v22:objectState>
          <v22:bbcsOrder>
            <v22:orderNr>77771020170522000032000000</v22:orderNr>
            <v22:dnVnNsn>0108728519</v22:dnVnNsn>
            <v22:extRef>Regression WS</v22:extRef>
            <v22:contrEleId>120</v22:contrEleId>
            <v22:orderType>1</v22:orderType>
            <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
            <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>
            <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>
            <v22:bbType>2</v22:bbType>
            <v22:opStatus>2</v22:opStatus>
            <v22:customerOrderNr>77771020170522000033000000</v22:customerOrderNr>
            <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
          </v22:bbcsOrder>
        </v22:notification>
        <v22:notification>
          <v22:notificationId>137744008</v22:notificationId>
          <v22:notificationDateTime>2017-05-22T10:32:51.663+02:00</v22:notificationDateTime>
```

```

</v22:notificationEvent>1</v22:notificationEvent>
<v22:object>1</v22:object>
<v22:objectType>13</v22:objectType>
<v22:initiator>1</v22:initiator>
<v22:activator>1</v22:activator>
<v22:objectState>1</v22:objectState>
<v22:bbcsOrder>
  <v22:orderNr>77771020170522000034000000</v22:orderNr>
  <v22:dnVnNsn>0108728519</v22:dnVnNsn>
  <v22:extRef>Regression SrvAdd Internet</v22:extRef>
  <v22:contrEleId>100</v22:contrEleId>
  <v22:orderType>13</v22:orderType>
  <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
  <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>
  <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>
  <v22:customerOrderNr>77771020170522000033000000</v22:customerOrderNr>
  <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
  <v22:speedProfileNr>203</v22:speedProfileNr>
</v22:bbcsOrder>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744009</v22:notificationId>
  <v22:notificationDateTime>2017-05-22T10:34:43.723+02:00</v22:notificationDateTime>
  <v22:notificationEvent>1</v22:notificationEvent>
  <v22:object>1</v22:object>
  <v22:objectType>1</v22:objectType>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>
  <v22:objectState>1</v22:objectState>
  <v22:bbcsOrder>
    <v22:orderNr>77771020170522000032000000</v22:orderNr>
    <v22:dnVnNsn>0108728519</v22:dnVnNsn>
    <v22:extRef>Regression WS</v22:extRef>
    <v22:contrEleId>120</v22:contrEleId>
    <v22:orderType>1</v22:orderType>
    <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
    <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>
    <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>
    <v22:bbType>2</v22:bbType>
    <v22:dnType>13</v22:dnType>
    <v22:opStatus>2</v22:opStatus>
    <v22:customerOrderNr>77771020170522000033000000</v22:customerOrderNr>
    <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
    <v22:psdClass>20</v22:psdClass>
  </v22:bbcsOrder>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744010</v22:notificationId>
  <v22:notificationDateTime>2017-05-22T10:36:06.367+02:00</v22:notificationDateTime>
  <v22:notificationEvent>2</v22:notificationEvent>
  <v22:object>1</v22:object>
  <v22:objectType>1</v22:objectType>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>
  <v22:objectState>4</v22:objectState>
  <v22:bbcsOrder>
    <v22:orderNr>77771020170522000032000000</v22:orderNr>
    <v22:dnVnNsn>0108728519</v22:dnVnNsn>
    <v22:speedProfileNrAccess>170</v22:speedProfileNrAccess>
    <v22:extRef>Regression WS</v22:extRef>
    <v22:contrEleId>120</v22:contrEleId>
  </v22:bbcsOrder>
</v22:notification>

```

```

                <v22:orderType>1</v22:orderType>
                <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
                <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>
                <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>
                <v22:bbType>2</v22:bbType>
                <v22:dnType>13</v22:dnType>
                <v22:poolType>pool12</v22:poolType>
                <v22:interleaveMode>2</v22:interleaveMode>
                <v22:opStatus>7</v22:opStatus>
                <v22:customerOrderNr>77771020170522000033000000</v22:customerOrderNr>
                <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
                <v22:psdClass>20</v22:psdClass>
            </v22:bbcsOrder>
        </v22:notification>
        <v22:notification>
            <v22:notificationId>137744011</v22:notificationId>
            <v22:notificationDateTime>2017-05-22T10:36:06.514+02:00</v22:notificationDateTime>
            <v22:notificationEvent>2</v22:notificationEvent>
            <v22:object>1</v22:object>
            <v22:objectType>1</v22:objectType>
            <v22:initiator>1</v22:initiator>
            <v22:activator>1</v22:activator>
            <v22:objectState>5</v22:objectState>
            <v22:bbcsOrder>
                <v22:orderNr>77771020170522000032000000</v22:orderNr>
                <v22:dnVnNsn>0108728519</v22:dnVnNsn>
                <v22:speedProfileNrAccess>170</v22:speedProfileNrAccess>
                <v22:extRef>Regression WS</v22:extRef>
                <v22:contrEleId>120</v22:contrEleId>
                <v22:orderType>1</v22:orderType>
                <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
                <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>
                <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>
                <v22:bbType>2</v22:bbType>
                <v22:dnType>13</v22:dnType>
                <v22:poolType>pool12</v22:poolType>
                <v22:interleaveMode>2</v22:interleaveMode>
                <v22:opStatus>7</v22:opStatus>
                <v22:customerOrderNr>77771020170522000033000000</v22:customerOrderNr>
                <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
                <v22:psdClass>20</v22:psdClass>
            </v22:bbcsOrder>
        </v22:notification>
        <v22:notification>
            <v22:notificationId>137744012</v22:notificationId>
            <v22:notificationDateTime>2017-05-22T10:37:13.285+02:00</v22:notificationDateTime>
            <v22:notificationEvent>1</v22:notificationEvent>
            <v22:object>1</v22:object>
            <v22:objectType>2</v22:objectType>
            <v22:initiator>1</v22:initiator>
            <v22:activator>1</v22:activator>
            <v22:objectState>1</v22:objectState>
            <v22:bbcsOrder>
                <v22:orderNr>77771020170522000036000000</v22:orderNr>
                <v22:dnVnNsn>0719875577</v22:dnVnNsn>
                <v22:extRef>extRef RegressionWs modify Type</v22:extRef>
                <v22:contrEleId>110</v22:contrEleId>
                <v22:orderType>2</v22:orderType>
                <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
                <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>

```

```

                <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>
                <v22:bbType>2</v22:bbType>
                <v22:customerOrderNr>77771020170522000037000000</v22:customerOrderNr>
                <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
            </v22:bbcsOrder>
        </v22:notification>
        <v22:notification>
            <v22:notificationId>137744013</v22:notificationId>
            <v22:notificationDateTime>2017-05-22T10:38:49.073+02:00</v22:notificationDateTime>
            <v22:notificationEvent>1</v22:notificationEvent>
            <v22:object>1</v22:object>
            <v22:objectType>2</v22:objectType>
            <v22:initiator>1</v22:initiator>
            <v22:activator>1</v22:activator>
            <v22:objectState>1</v22:objectState>
            <v22:bbcsOrder>
                <v22:orderNr>77771020170522000036000000</v22:orderNr>
                <v22:dnVnNsn>0719875577</v22:dnVnNsn>
                <v22:extRef>extRef RegressionWs modify Type</v22:extRef>
                <v22:contrEleId>110</v22:contrEleId>
                <v22:orderType>2</v22:orderType>
                <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
                <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>
                <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>
                <v22:bbType>2</v22:bbType>
                <v22:dnType>1</v22:dnType>
                <v22:opStatus>2</v22:opStatus>
                <v22:customerOrderNr>77771020170522000037000000</v22:customerOrderNr>
                <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
                <v22:psdClass>20</v22:psdClass>
            </v22:bbcsOrder>
        </v22:notification>
        <v22:notification>
            <v22:notificationId>137744014</v22:notificationId>
            <v22:notificationDateTime>2017-05-22T10:39:29.764+02:00</v22:notificationDateTime>
            <v22:notificationEvent>2</v22:notificationEvent>
            <v22:object>1</v22:object>
            <v22:objectType>1</v22:objectType>
            <v22:initiator>1</v22:initiator>
            <v22:activator>1</v22:activator>
            <v22:objectState>6</v22:objectState>
            <v22:objectStep>4</v22:objectStep>
            <v22:bbcsOrder>
                <v22:orderNr>77771020170522000032000000</v22:orderNr>
                <v22:dnVnNsn>0108728519</v22:dnVnNsn>
                <v22:speedProfileNrAccess>170</v22:speedProfileNrAccess>
                <v22:extRef>Regression WS</v22:extRef>
                <v22:reasonComment>Order confirmed, UP Information now
available</v22:reasonComment>
                <v22:contrEleId>120</v22:contrEleId>
                <v22:orderType>1</v22:orderType>
                <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
                <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>
                <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>
                <v22:bbType>2</v22:bbType>
                <v22:dnType>13</v22:dnType>
                <v22:poolType>pool2</v22:poolType>
                <v22:interleaveMode>2</v22:interleaveMode>
                <v22:opStatus>7</v22:opStatus>
                <v22:customerOrderNr>77771020170522000033000000</v22:customerOrderNr>

```

```

<v22:accessSpeedChanged>1</v22:accessSpeedChanged>
<v22:cableBox>
  <v22:boardNr>19</v22:boardNr>
  <v22:switchingPlaceNr>0</v22:switchingPlaceNr>
  <v22:contactType>5</v22:contactType>
  <v22:contactNr>11</v22:contactNr>
  <v22:coordinateX>694135</v22:coordinateX>
  <v22:coordinateY>266730</v22:coordinateY>
</v22:cableBox>
<v22:nrofWires>2</v22:nrofWires>
<v22:dslamName>IPC-HIR710-S-DM-11</v22:dslamName>
<v22:bbLogPortNr>ADSL-4-3-2-17</v22:bbLogPortNr>
<v22:endPoint>
  <v22:taxRegion>64</v22:taxRegion>
  <v22:accessNet>BOL</v22:accessNet>
  <v22:bbDeviceLocation>DELOC</v22:bbDeviceLocation>
  <v22:site>BOLQ</v22:site>
</v22:endPoint>
<v22:psdClass>20</v22:psdClass>
<v22:networkType>3</v22:networkType>
</v22:bbcsOrder>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744015</v22:notificationId>
  <v22:notificationDateTime>2017-05-22T10:40:33.357+02:00</v22:notificationDateTime>
  <v22:notificationEvent>2</v22:notificationEvent>
  <v22:object>1</v22:object>
  <v22:objectType>1</v22:objectType>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>
  <v22:objectState>6</v22:objectState>
  <v22:objectStep>1</v22:objectStep>
  <v22:bbcsOrder>
    <v22:orderNr>77771020170522000032000000</v22:orderNr>
    <v22:dnVnNsn>0108728519</v22:dnVnNsn>
    <v22:speedProfileNrAccess>170</v22:speedProfileNrAccess>
    <v22:extRef>Regression WS</v22:extRef>
    <v22:reasonComment>Point of no return; PONR Point of no
return</v22:reasonComment>
    <v22:contrEleId>120</v22:contrEleId>
    <v22:orderType>1</v22:orderType>
    <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
    <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>
    <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>
    <v22:bbType>2</v22:bbType>
    <v22:dnType>13</v22:dnType>
    <v22:poolType>pool2</v22:poolType>
    <v22:interleaveMode>2</v22:interleaveMode>
    <v22:opStatus>7</v22:opStatus>
    <v22:customerOrderNr>77771020170522000033000000</v22:customerOrderNr>
    <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
    <v22:cableBox>
      <v22:boardNr>19</v22:boardNr>
      <v22:switchingPlaceNr>0</v22:switchingPlaceNr>
      <v22:contactType>5</v22:contactType>
      <v22:contactNr>11</v22:contactNr>
      <v22:coordinateX>694135</v22:coordinateX>
      <v22:coordinateY>266730</v22:coordinateY>
    </v22:cableBox>
    <v22:nrofWires>2</v22:nrofWires>
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        <v22:bbDeviceLocation>DELOC</v22:bbDeviceLocation>
        <v22:site>BOLQ</v22:site>
    </v22:endPoint>
    <v22:psdClass>20</v22:psdClass>
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return</v22:reasonComment>
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        <v22:site>BOLQ</v22:site>
      </v22:endPoint>
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    <v22:objectState>6</v22:objectState>
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return</v22:reasonComment>
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  <v22:contactNr>11</v22:contactNr>
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return</v22:reasonComment>
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return</v22:reasonComment>
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        </v22:endPoint>
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  <v22:site>BOLQ</v22:site>
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    <v22:object>1</v22:object>
    <v22:objectType>13</v22:objectType>
    <v22:initiator>1</v22:initiator>
    <v22:activator>1</v22:activator>
    <v22:objectState>7</v22:objectState>
    <v22:bbcsOrder>
        <v22:orderNr>77771020170522000034000000</v22:orderNr>
        <v22:dnVnNsn>0108728519</v22:dnVnNsn>
        <v22:speedProfileNrAccess>59</v22:speedProfileNrAccess>
        <v22:extRef>Regression SrvAdd Internet</v22:extRef>
        <v22:reasonComment>Point of no return; PONR Point of no
return</v22:reasonComment>
        <v22:contrEleId>100</v22:contrEleId>
        <v22:orderType>13</v22:orderType>
        <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
        <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>
        <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>

```

```

        <v22:bbType>2</v22:bbType>
        <v22:dnType>13</v22:dnType>
        <v22:interleaveMode>2</v22:interleaveMode>
        <v22:opStatus>2</v22:opStatus>
        <v22:customerOrderNr>77771020170522000033000000</v22:customerOrderNr>
        <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
        <v22:speedProfileNr>203</v22:speedProfileNr>
        <v22:effectiveSpeed>
            <v22:up>500</v22:up>
            <v22:down>5000</v22:down>
        </v22:effectiveSpeed>
        <v22:psdClass>20</v22:psdClass>
        <v22:networkType>3</v22:networkType>
    </v22:bbcsOrder>
</v22:notification>
<v22:notification>
    <v22:notificationId>137744038</v22:notificationId>
    <v22:notificationDateTime>2017-05-22T10:53:56.311+02:00</v22:notificationDateTime>
    <v22:notificationEvent>2</v22:notificationEvent>
    <v22:object>1</v22:object>
    <v22:objectType>13</v22:objectType>
    <v22:initiator>1</v22:initiator>
    <v22:activator>1</v22:activator>
    <v22:objectState>13</v22:objectState>
    <v22:bbcsOrder>
        <v22:orderNr>77771020170522000034000000</v22:orderNr>
        <v22:dnVnNsn>0108728519</v22:dnVnNsn>
        <v22:speedProfileNrAccess>59</v22:speedProfileNrAccess>
        <v22:extRef>Regression SrvAdd Internet</v22:extRef>
        <v22:contrEleId>100</v22:contrEleId>
        <v22:orderType>13</v22:orderType>
        <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
        <v22:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v22:estimatedDueDateStart>
        <v22:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateEnd>
        <v22:bbType>2</v22:bbType>
        <v22:dnType>13</v22:dnType>
        <v22:interleaveMode>2</v22:interleaveMode>
        <v22:opStatus>2</v22:opStatus>
        <v22:customerOrderNr>77771020170522000033000000</v22:customerOrderNr>
        <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
        <v22:speedProfileNr>203</v22:speedProfileNr>
        <v22:psdClass>20</v22:psdClass>
        <v22:networkType>3</v22:networkType>
    </v22:bbcsOrder>
</v22:notification>
<v22:notification>
    <v22:notificationId>137744039</v22:notificationId>
    <v22:notificationDateTime>2017-05-22T11:34:16.012+02:00</v22:notificationDateTime>
    <v22:notificationEvent>1</v22:notificationEvent>
    <v22:object>1</v22:object>
    <v22:objectType>2</v22:objectType>
    <v22:initiator>1</v22:initiator>
    <v22:activator>1</v22:activator>
    <v22:objectState>1</v22:objectState>
    <v22:bbcsOrder>
        <v22:orderNr>77771020170522000046000000</v22:orderNr>
        <v22:dnVnNsn>0719875577</v22:dnVnNsn>
        <v22:extRef>extRef RegressionWs modify Type</v22:extRef>
        <v22:contrEleId>110</v22:contrEleId>
        <v22:orderType>2</v22:orderType>
        <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
        <v22:estimatedDueDateStart>2017-05-
22T12:00:00.000+02:00</v22:estimatedDueDateStart>

```

```

                <v22:estimatedDueDateEnd>2017-05-
22T14:00:00.000+02:00</v22:estimatedDueDateEnd>
                <v22:bbType>2</v22:bbType>
                <v22:customerOrderNr>77771020170522000047000000</v22:customerOrderNr>
                <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
            </v22:bbcsOrder>
        </v22:notification>
        <v22:notification>
            <v22:notificationId>137744040</v22:notificationId>
            <v22:notificationDateTime>2017-05-22T11:36:13.604+02:00</v22:notificationDateTime>
            <v22:notificationEvent>1</v22:notificationEvent>
            <v22:object>1</v22:object>
            <v22:objectType>2</v22:objectType>
            <v22:initiator>1</v22:initiator>
            <v22:activator>1</v22:activator>
            <v22:objectState>1</v22:objectState>
            <v22:bbcsOrder>
                <v22:orderNr>77771020170522000046000000</v22:orderNr>
                <v22:dnVnNsn>0719875577</v22:dnVnNsn>
                <v22:extRef>extRef RegressionWs modify Type</v22:extRef>
                <v22:contrEleId>110</v22:contrEleId>
                <v22:orderType>2</v22:orderType>
                <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
                <v22:estimatedDueDateStart>2017-05-
22T12:00:00.000+02:00</v22:estimatedDueDateStart>
                <v22:estimatedDueDateEnd>2017-05-
22T14:00:00.000+02:00</v22:estimatedDueDateEnd>
                <v22:bbType>2</v22:bbType>
                <v22:dnType>1</v22:dnType>
                <v22:opStatus>2</v22:opStatus>
                <v22:customerOrderNr>77771020170522000047000000</v22:customerOrderNr>
                <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
                <v22:psdClass>20</v22:psdClass>
            </v22:bbcsOrder>
        </v22:notification>
        <v22:notification>
            <v22:notificationId>137744041</v22:notificationId>
            <v22:notificationDateTime>2017-05-22T12:17:29.135+02:00</v22:notificationDateTime>
            <v22:notificationEvent>1</v22:notificationEvent>
            <v22:object>1</v22:object>
            <v22:objectType>2</v22:objectType>
            <v22:initiator>1</v22:initiator>
            <v22:activator>1</v22:activator>
            <v22:objectState>1</v22:objectState>
            <v22:bbcsOrder>
                <v22:orderNr>77771020170522000048000000</v22:orderNr>
                <v22:dnVnNsn>0719875577</v22:dnVnNsn>
                <v22:extRef>extRef RegressionWs modify Type</v22:extRef>
                <v22:contrEleId>110</v22:contrEleId>
                <v22:orderType>2</v22:orderType>
                <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
                <v22:estimatedDueDateStart>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateStart>
                <v22:estimatedDueDateEnd>2017-05-
22T15:00:00.000+02:00</v22:estimatedDueDateEnd>
                <v22:bbType>2</v22:bbType>
                <v22:customerOrderNr>77771020170522000049000000</v22:customerOrderNr>
                <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
            </v22:bbcsOrder>
        </v22:notification>
        <v22:notification>
            <v22:notificationId>137744042</v22:notificationId>
            <v22:notificationDateTime>2017-05-22T12:17:29.787+02:00</v22:notificationDateTime>
            <v22:notificationEvent>1</v22:notificationEvent>
            <v22:object>1</v22:object>

```

```

<v22:objectType>13</v22:objectType>
<v22:initiator>1</v22:initiator>
<v22:activator>1</v22:activator>
<v22:objectState>1</v22:objectState>
<v22:bbcsOrder>
  <v22:orderNr>77771020170522000050000000</v22:orderNr>
  <v22:dnVnNsn>0719875577</v22:dnVnNsn>
  <v22:extRef>extRef RegressionSrvTst</v22:extRef>
  <v22:contrEleId>9</v22:contrEleId>
  <v22:orderType>13</v22:orderType>
  <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
  <v22:estimatedDueDateStart>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateStart>
  <v22:estimatedDueDateEnd>2017-05-
22T15:00:00.000+02:00</v22:estimatedDueDateEnd>
  <v22:customerOrderNr>77771020170522000049000000</v22:customerOrderNr>
  <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
  <v22:speedProfileNr>0</v22:speedProfileNr>
</v22:bbcsOrder>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744043</v22:notificationId>
  <v22:notificationDateTime>2017-05-22T12:19:16.747+02:00</v22:notificationDateTime>
  <v22:notificationEvent>1</v22:notificationEvent>
  <v22:object>1</v22:object>
  <v22:objectType>2</v22:objectType>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>
  <v22:objectState>1</v22:objectState>
  <v22:bbcsOrder>
    <v22:orderNr>77771020170522000048000000</v22:orderNr>
    <v22:dnVnNsn>0719875577</v22:dnVnNsn>
    <v22:extRef>extRef RegressionWs modify Type</v22:extRef>
    <v22:contrEleId>110</v22:contrEleId>
    <v22:orderType>2</v22:orderType>
    <v22:customerWishDate>2017-05-22+02:00</v22:customerWishDate>
    <v22:estimatedDueDateStart>2017-05-
22T13:00:00.000+02:00</v22:estimatedDueDateStart>
    <v22:estimatedDueDateEnd>2017-05-
22T15:00:00.000+02:00</v22:estimatedDueDateEnd>
    <v22:bbType>2</v22:bbType>
    <v22:dnType>1</v22:dnType>
    <v22:opStatus>2</v22:opStatus>
    <v22:customerOrderNr>77771020170522000049000000</v22:customerOrderNr>
    <v22:accessSpeedChanged>1</v22:accessSpeedChanged>
    <v22:psdClass>20</v22:psdClass>
  </v22:bbcsOrder>
</v22:notification>
</v22:response>
</v22:getNotificationResponse>
</soapenv:Body>
</soapenv:Envelope>

```

9 Appendix B: Notifications created for iso-8859-1

```

<?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:success>true</v15:success>
        <v15:operationLogId>432709271</v15:operationLogId>
        <v15:orderNr>77771020180219000005000000</v15:orderNr>
      </v15:response>
    </v15:disconnectResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

```

        </v15:disconnectResponse>
    </soapenv:Body>
</soapenv:Envelope>

```

10 Appendix C: Notification created for 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>
        <v22:getNotification xmlns:v22="http://www.swisscom.com/wsg/notification/v22">
            <v22:request>
                <v22:ispId>777710</v22:ispId>
                <v22:object>3</v22:object>
                <v22:notificationIdFrom>137743972</v22:notificationIdFrom>
            </v22:request>
        </v22: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>
        <v22:getNotificationResponse xmlns:v22="http://www.swisscom.com/wsg/notification/v22">
            <v22:response>
                <v22:success>true</v22:success>
                <v22:limitReached>false</v22:limitReached>
                <v22:notification>
                    <v22:notificationId>137744131</v22:notificationId>
                    <v22:notificationDateTime>2017-07-12T13:26:16.000+02:00</v22:notificationDateTime>
                    <v22:notificationEvent>1</v22:notificationEvent>
                    <v22:object>3</v22:object>
                    <v22:initiator>1</v22:initiator>
                    <v22:activator>1</v22:activator>
                    <v22:objectState>1</v22:objectState>
                    <v22:ispApplicationId>100900</v22:ispApplicationId>
                    <v22:bbcsAccessTt>
                        <v22:ttIdWsg>2447602</v22:ttIdWsg>
                        <v22:dnVnNsn>0108542092</v22:dnVnNsn>
                        <v22:extRef>WS_TEST_1</v22:extRef>
                        <v22:saSlaRequested>1</v22:saSlaRequested>
                        <v22:speedProfileNr>248</v22:speedProfileNr>
                    </v22:bbcsAccessTt>
                </v22:notification>
                <v22:notification>
                    <v22:notificationId>137744132</v22:notificationId>
                    <v22:notificationDateTime>2017-07-12T13:26:16.000+02:00</v22:notificationDateTime>
                    <v22:notificationEvent>1</v22:notificationEvent>
                    <v22:object>3</v22:object>
                    <v22:initiator>1</v22:initiator>

```

```

<v22:activator>1</v22:activator>
<v22:objectState>3</v22:objectState>
<v22:ispApplicationId>100900</v22:ispApplicationId>
<v22:bbcsAccessTt>
  <v22:ttIdWsg>2447602</v22:ttIdWsg>
  <v22:dnVnNsn>0108542092</v22:dnVnNsn>
  <v22:extRef>WS_TEST_1</v22:extRef>
  <v22:saSla>4</v22:saSla>
  <v22:speedProfileNr>248</v22:speedProfileNr>
  <v22:effectiveSpeed>
    <v22:up>400</v22:up>
    <v22:down>2000</v22:down>
  </v22:effectiveSpeed>
</v22:bbcsAccessTt>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744133</v22:notificationId>
  <v22:notificationDateTime>2017-07-12T13:26:18.000+02:00</v22:notificationDateTime>
  <v22:notificationEvent>1</v22:notificationEvent>
  <v22:object>3</v22:object>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>
  <v22:objectState>4</v22:objectState>
  <v22:ispApplicationId>100900</v22:ispApplicationId>
  <v22:bbcsAccessTt>
    <v22:ttIdWsg>2447602</v22:ttIdWsg>
    <v22:dnVnNsn>0108542092</v22:dnVnNsn>
    <v22:extRef>WS_TEST_1</v22:extRef>
    <v22:saSla>4</v22:saSla>
    <v22:speedProfileNr>248</v22:speedProfileNr>
    <v22:effectiveSpeed>
      <v22:up>400</v22:up>
      <v22:down>2000</v22:down>
    </v22:effectiveSpeed>
  </v22:bbcsAccessTt>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744134</v22:notificationId>
  <v22:notificationDateTime>2017-07-12T13:26:18.000+02:00</v22:notificationDateTime>
  <v22:notificationEvent>1</v22:notificationEvent>
  <v22:object>3</v22:object>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>
  <v22:objectState>4</v22:objectState>
  <v22:ispApplicationId>100900</v22:ispApplicationId>
  <v22:bbcsAccessTt>
    <v22:ttIdWsg>2447602</v22:ttIdWsg>
    <v22:dnVnNsn>0108542092</v22:dnVnNsn>
    <v22:extRef>WS_TEST_1</v22:extRef>
    <v22:responseComment>Sent to TT system</v22:responseComment>
    <v22:saSla>4</v22:saSla>
    <v22:speedProfileNr>248</v22:speedProfileNr>
    <v22:effectiveSpeed>
      <v22:up>400</v22:up>
      <v22:down>2000</v22:down>
    </v22:effectiveSpeed>
  </v22:bbcsAccessTt>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744135</v22:notificationId>
  <v22:notificationDateTime>2017-07-12T13:26:23.000+02:00</v22:notificationDateTime>
  <v22:notificationEvent>1</v22:notificationEvent>
  <v22:object>3</v22:object>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>

```

```

<v22:objectState>4</v22:objectState>
<v22:ispApplicationId>100900</v22:ispApplicationId>
<v22:bbcsAccessTt>
  <v22:ttIdWsg>2447602</v22:ttIdWsg>
  <v22:dnVnNsn>0108542092</v22:dnVnNsn>
  <v22:extRef>WS_TEST_1</v22:extRef>
  <v22:responseComment>Received by TT system</v22:responseComment>
  <v22:saSla>4</v22:saSla>
  <v22:speedProfileNr>248</v22:speedProfileNr>
  <v22:effectiveSpeed>
    <v22:up>400</v22:up>
    <v22:down>2000</v22:down>
  </v22:effectiveSpeed>
</v22:bbcsAccessTt>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744136</v22:notificationId>
  <v22:notificationDateTime>2017-07-12T13:26:23.000+02:00</v22:notificationDateTime>
  <v22:notificationEvent>1</v22:notificationEvent>
  <v22:object>3</v22:object>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>
  <v22:objectState>5</v22:objectState>
  <v22:ispApplicationId>100900</v22:ispApplicationId>
  <v22:bbcsAccessTt>
    <v22:ttIdWsg>2447602</v22:ttIdWsg>
    <v22:dnVnNsn>0108542092</v22:dnVnNsn>
    <v22:extRef>WS_TEST_1</v22:extRef>
    <v22:responseComment>Processing by TT system</v22:responseComment>
    <v22:saSla>4</v22:saSla>
    <v22:speedProfileNr>248</v22:speedProfileNr>
    <v22:effectiveSpeed>
      <v22:up>400</v22:up>
      <v22:down>2000</v22:down>
    </v22:effectiveSpeed>
  </v22:bbcsAccessTt>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744137</v22:notificationId>
  <v22:notificationDateTime>2017-07-12T13:26:23.000+02:00</v22:notificationDateTime>
  <v22:notificationEvent>1</v22:notificationEvent>
  <v22:object>3</v22:object>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>
  <v22:objectState>5</v22:objectState>
  <v22:ispApplicationId>100900</v22:ispApplicationId>
  <v22:bbcsAccessTt>
    <v22:ttIdWsg>2447602</v22:ttIdWsg>
    <v22:dnVnNsn>0108542092</v22:dnVnNsn>
    <v22:extRef>WS_TEST_1</v22:extRef>
    <v22:progressCommentCode>60</v22:progressCommentCode>
    <v22:responseComment>dispatching</v22:responseComment>
    <v22:saSla>4</v22:saSla>
    <v22:speedProfileNr>248</v22:speedProfileNr>
    <v22:effectiveSpeed>
      <v22:up>400</v22:up>
      <v22:down>2000</v22:down>
    </v22:effectiveSpeed>
  </v22:bbcsAccessTt>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744138</v22:notificationId>
  <v22:notificationDateTime>2017-07-12T13:26:24.000+02:00</v22:notificationDateTime>
  <v22:notificationEvent>1</v22:notificationEvent>
  <v22:object>3</v22:object>

```

```

<v22:initiator>1</v22:initiator>
<v22:activator>1</v22:activator>
<v22:objectState>5</v22:objectState>
<v22:ispApplicationId>100900</v22:ispApplicationId>
<v22:bbcsAccessTt>
  <v22:ttIdWsg>2447602</v22:ttIdWsg>
  <v22:dnVnNsn>0108542092</v22:dnVnNsn>
  <v22:extRef>WS_TEST_1</v22:extRef>
  <v22:progressCommentCode>58</v22:progressCommentCode>
  <v22:responseComment>done</v22:responseComment>
  <v22:saSla>4</v22:saSla>
  <v22:speedProfileNr>248</v22:speedProfileNr>
  <v22:effectiveSpeed>
    <v22:up>400</v22:up>
    <v22:down>2000</v22:down>
  </v22:effectiveSpeed>
</v22:bbcsAccessTt>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744139</v22:notificationId>
  <v22:notificationDateTime>2017-07-12T13:26:24.000+02:00</v22:notificationDateTime>
  <v22:notificationEvent>1</v22:notificationEvent>
  <v22:object>3</v22:object>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>
  <v22:objectState>6</v22:objectState>
  <v22:ispApplicationId>100900</v22:ispApplicationId>
  <v22:bbcsAccessTt>
    <v22:ttIdWsg>2447602</v22:ttIdWsg>
    <v22:dnVnNsn>0108542092</v22:dnVnNsn>
    <v22:extRef>WS_TEST_1</v22:extRef>
    <v22:progressCommentCode>64</v22:progressCommentCode>
    <v22:responseComment>closed confirmed</v22:responseComment>
    <v22:saSla>4</v22:saSla>
    <v22:speedProfileNr>248</v22:speedProfileNr>
    <v22:effectiveSpeed>
      <v22:up>400</v22:up>
      <v22:down>2000</v22:down>
    </v22:effectiveSpeed>
  </v22:bbcsAccessTt>
</v22:notification>
<v22:notification>
  <v22:notificationId>137744140</v22:notificationId>
  <v22:notificationDateTime>2017-07-12T13:26:24.000+02:00</v22:notificationDateTime>
  <v22:notificationEvent>1</v22:notificationEvent>
  <v22:object>3</v22:object>
  <v22:initiator>1</v22:initiator>
  <v22:activator>1</v22:activator>
  <v22:objectState>6</v22:objectState>
  <v22:ispApplicationId>100900</v22:ispApplicationId>
  <v22:bbcsAccessTt>
    <v22:ttIdWsg>2447602</v22:ttIdWsg>
    <v22:dnVnNsn>0108542092</v22:dnVnNsn>
    <v22:extRef>WS_TEST_1</v22:extRef>
    <v22:responseCommentCode>207</v22:responseCommentCode>
    <v22:responseComment>IP-Access Swisscom O.K.</v22:responseComment>
    <v22:saSla>4</v22:saSla>
    <v22:speedProfileNr>248</v22:speedProfileNr>
    <v22:effectiveSpeed>
      <v22:up>400</v22:up>
      <v22:down>2000</v22:down>
    </v22:effectiveSpeed>
  </v22:bbcsAccessTt>
</v22:notification>
</v22:response>

```

```
</v22:getNotificationResponse>  
</soapenv:Body>  
</soapenv:Envelope>
```