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
52	10.09.2020	Alexandru Raducan	- Update for newer B2B WSG 20.09
53	08.10.2020	Alexandru Raducan	- Update for newer B2B WSG 20.10
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Release

int.Version	Date	Released by	Comments / nature of the change
10	25.02.2011	A. Studerus (iA rope1)	**Released for WSG-8.3 (Mar 2011)**
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)
53	08.10.2020	HPE	Released for WSG-20.10 (Oct 20)
54	05.11.2020	HPE	Released for WSG-20.11 (Nov 20)

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 (v23.0.0), wsgNotification_v23.0.0.zip
[3] WSG Model - WEB Outbound (v46.0.0), wsgBb_v46.0.0.zip
[4] WSG Model - WEB Outbound Trouble Ticket (v42.0.0), wsgTt_v42.0.0.zip
[5] WSG Model – Web Appointment Booking (v4.0.0), wsgAppBooking_v4.0.0.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.

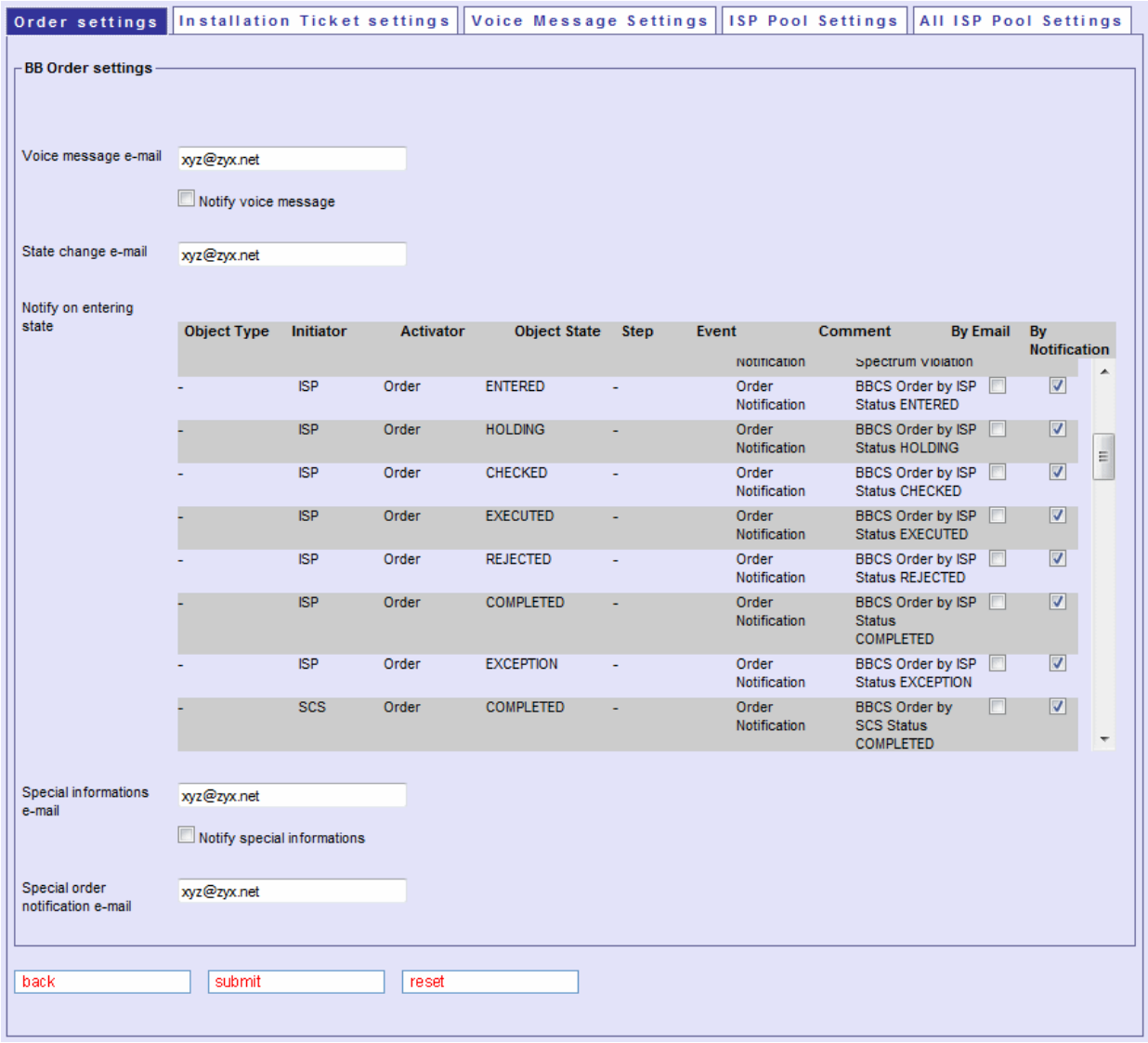
Instead of requesting a list of orders in form of a file the Notification Service offers the possibility to subscribe to notification messages which are created if a specific event occurs. They can then be retrieved via the Notification Web service and remain on the system for a defined number of days (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.

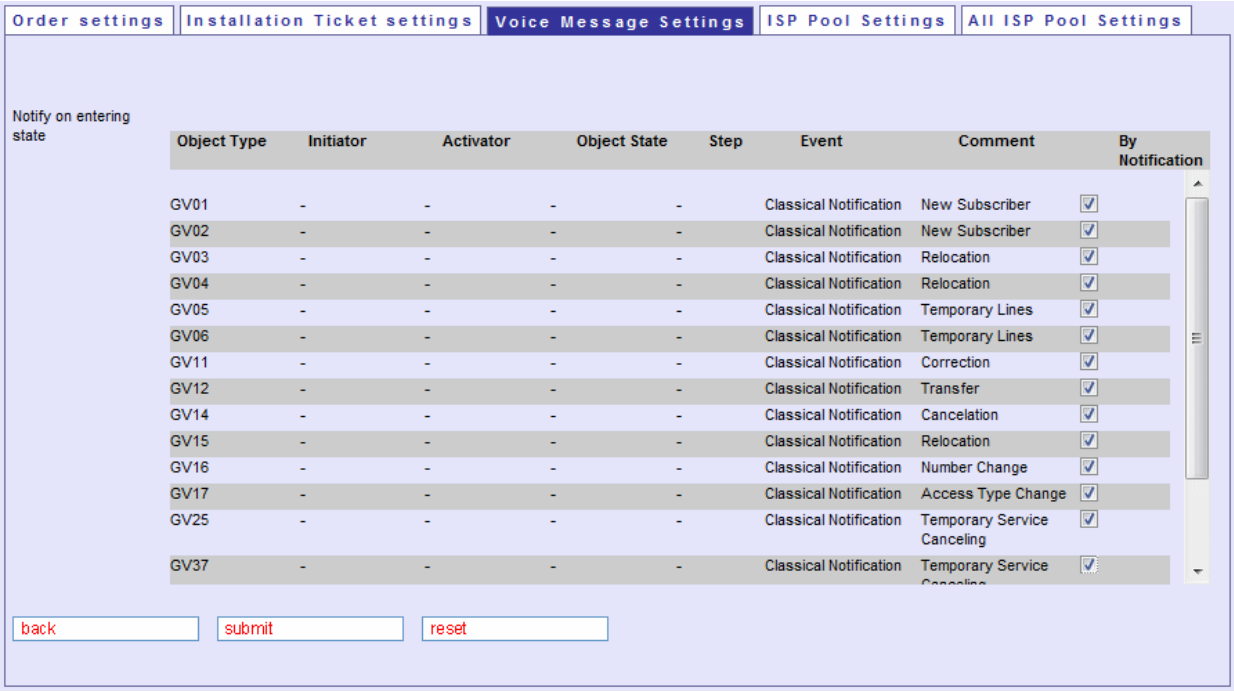
2.1 Subscribe to Notifications

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
Special informations e-mail
xyz@zyx.net
Notify special informations
Special order notification e-mail
xyz@zyx.net
back
submit
reset



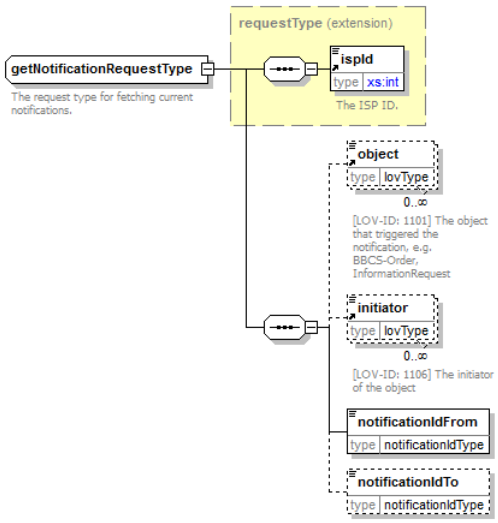
Object Type	Initiator	Activator	Object State	Step	Event	Comment	By Notification
GV01	-	-	-	-	Classical Notification	New Subscriber	☑
GV02	-	-	-	-	Classical Notification	New Subscriber	☑
GV03	-	-	-	-	Classical Notification	Relocation	☑
GV04	-	-	-	-	Classical Notification	Relocation	☑
GV05	-	-	-	-	Classical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

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

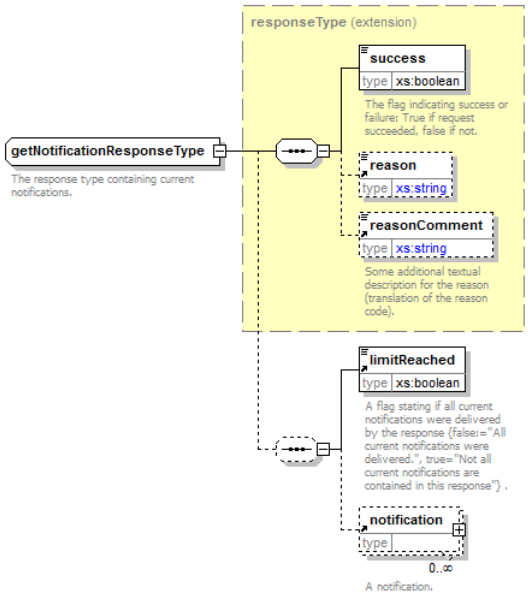


The typical usage is to periodically poll for all new notifications for a specific ISP/PTS. This can be achieved by calling the getNotification() operation with the "ispId" of the ISP/PTS and the "notificationIdFrom" set to the maximum value received on the previous call + 1 (boundaries are included 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:

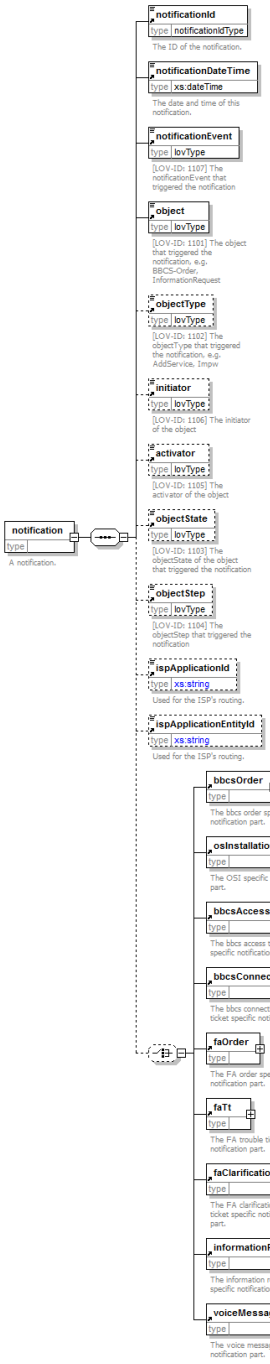
```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header>
      <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
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>
      <v23:getNotification xmlns:v23="http://www.swisscom.com/wsg/notification/v23">
         <v23:request>
            <v23:ispId>777710</v23:ispId>
            <v23:object>3</v23:object>
            <v23:notificationIdFrom>82178505</v23:notificationIdFrom>
         </v23:request>
      </v23:getNotification>
   </soapenv:Body>
</soapenv:Envelope>
```

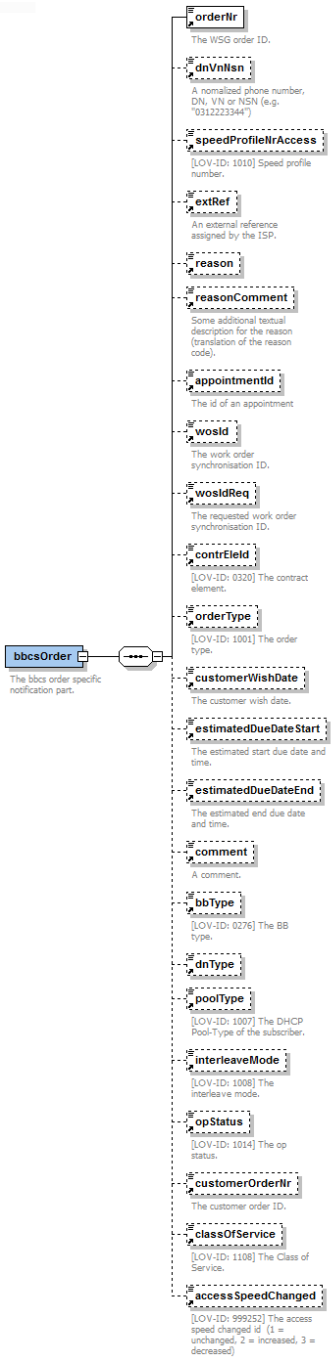
2.2.2 Response



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>
      <v23:getNotificationResponse xmlns:v23="http://www.swisscom.com/wsg/notification/v23">
```

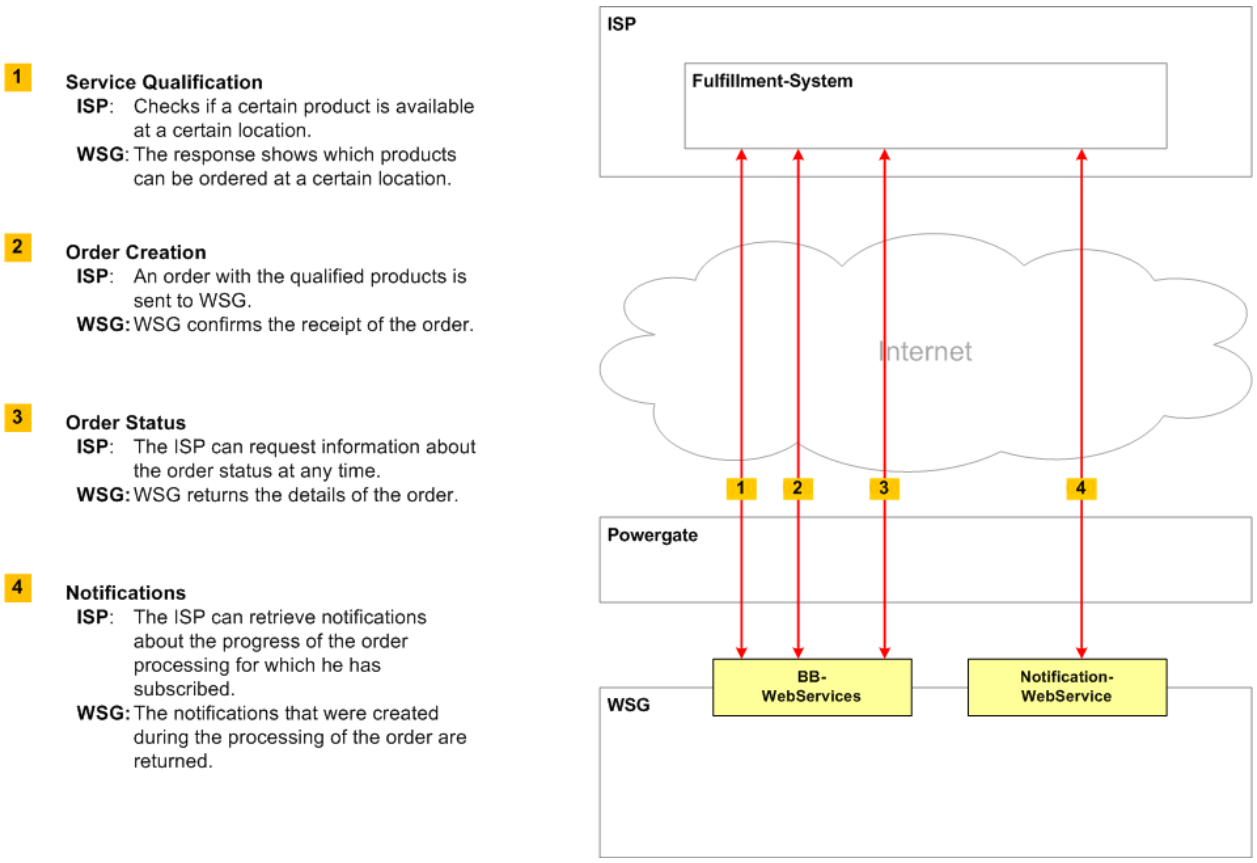
```
         <v23:response>
            <v23:success>true</v23:success>
            <v23:limitReached>false</v23:limitReached>
            <v23:notification>
               <v23:notificationId>47408113</v23:notificationId>
               <v23:notificationDateTime>2012-08-06T12:11:52.834+02:00</v23:notificationDateTime>
               <v23:notificationEvent>2</v23:notificationEvent>
               <v23:object>1</v23:object>
               <v23:objectType>1</v23:objectType>
               <v23:initiator>1</v23:initiator>
               <v23:activator>1</v23:activator>
               <v23:objectState>2</v23:objectState>
               <v23:bbcsOrder>
                  <v23:orderNr>1000082012041202888900000</v23:orderNr>
                  <v23:dnVnNsn>0819336410</v23:dnVnNsn>
                  <v23:contrEleId>110</v23:contrEleId>
                  <v23:orderType>1</v23:orderType>
                  <v23:estimatedDueDateStart>2012-12-
10T06:02:00.000+01:00</v23:estimatedDueDateStart>
                  <v23:estimatedDueDateEnd>2012-12-
10T12:00:00.000+01:00</v23:estimatedDueDateEnd>
                  <v23:bbType>1</v23:bbType>
                  <v23:customerOrderNr>1000082012041202889000000</v23:customerOrderNr>
                  <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
               </v23:bbcsOrder>
            </v23:notification>
         </v23:response>
      </v23: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:



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:v46="http://www.swisscom.com/wsg/bb/v46">
   <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>
      <v46:srvQualifByNumber>
         <v46:request correlationId="RegrTest T123 WS qualifByNr">
            <v46:ispId>777710</v46:ispId>
            <v46:basisContrEleId>120</v46:basisContrEleId>
            <v46:contrEleId>100</v46:contrEleId>
            <v46:bbType>2</v46:bbType>
            <v46:qualifExtRef>Regression WS qualifByNr</v46:qualifExtRef>
            <v46:customerWishDate>2019-10-03+02:00</v46:customerWishDate>
            <v46:synchWithVoice>false</v46:synchWithVoice>
            <v46:sfSlaId>1</v46:sfSlaId>
            <v46:dnVnNsn>0719875579</v46:dnVnNsn>
         </v46:request>
      </v46:srvQualifByNumber>
   </soapenv:Body>
</soapenv:Envelope>
```

3.2.2 Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v46:srvQualifByNumberResponse xmlns:v46="http://www.swisscom.com/wsg/bb/v46">
         <v46:response correlationId="RegrTest T123 WS qualifByNr">
            <v46:success>true</v46:success>
            <v46:operationLogId>432690771</v46:operationLogId>
            <v46:dnStnr>0719875579</v46:dnStnr>
            <v46:qualificationResult>
               <v46:contrEleId>120</v46:contrEleId>
               <v46:contrEleId>100</v46:contrEleId>
               <v46:bbType>2</v46:bbType>
               <v46:dnType>13</v46:dnType>
               <v46:qualifNr>147111131</v46:qualifNr>
               <v46:lineState>1</v46:lineState>
               <v46:qualifAnswer>
                  <v46:qualiResultState>ok</v46:qualiResultState>
                  <v46:qualiResultDetail>
                     <v46:resultCode>Q00</v46:resultCode>
                     <v46:resultComment>This telephone line is suitable for
xDSL.</v46:resultComment>
                  </v46:qualiResultDetail>
```

```
                    <v46:endPoint>
                       <v46:taxRegion>64</v46:taxRegion>
                       <v46:accessNet>BOL</v46:accessNet>
                       <v46:site>BOLQ</v46:site>
                       <v46:siteCategory>6</v46:siteCategory>
                       <v46:bbDeviceLocation>DELOC</v46:bbDeviceLocation>
                       <v46:availableTechnologyType>
                          <v46:technologyType>2</v46:technologyType>
                          <v46:technologyType>1</v46:technologyType>
                       </v46:availableTechnologyType>
                       <v46:bbPortInfo>
                          <v46:dslamName>IPC-SUR710-S-VD-05</v46:dslamName>
                          <v46:dslamType>3</v46:dslamType>
                          <v46:bbPortNr>VDSL-1-2-1-3</v46:bbPortNr>
                          <v46:bbAdslEmulated>1</v46:bbAdslEmulated>
                          <v46:bbPortLineType>1</v46:bbPortLineType>
                          <v46:vendor>Huawei</v46:vendor>
                       </v46:bbPortInfo>
                    </v46:endPoint>
                    <v46:plannedEndPoint>
                       <v46:taxRegion>64</v46:taxRegion>
                       <v46:accessNet>BOL</v46:accessNet>
                       <v46:site>BOLP</v46:site>
                       <v46:bbDeviceLocation>BOLD</v46:bbDeviceLocation>
                       <v46:equippedDate>2019-11</v46:equippedDate>
                       <v46:equippedDateQuality>1</v46:equippedDateQuality>
                       <v46:equippedDateComment>The new endpoint will be available on 2019-
11</v46:equippedDateComment>
                       <v46:equippedDateHistory>
                          <v46:sortNr>3</v46:sortNr>
                          <v46:changeDate>2015-09-24</v46:changeDate>
                          <v46:eventType>1</v46:eventType>
                          <v46:from>2015-03-21</v46:from>
                          <v46:to>2015-11-21</v46:to>
                          <v46:changeReasonId>3</v46:changeReasonId>
                          <v46:changeReasonDescription>Missing
material</v46:changeReasonDescription>
                       </v46:equippedDateHistory>
                       <v46:equippedDateHistory>
                          <v46:sortNr>1</v46:sortNr>
                          <v46:changeDate>2015-05-12</v46:changeDate>
                          <v46:eventType>2</v46:eventType>
                          <v46:from>98</v46:from>
                          <v46:to>3</v46:to>
                          <v46:changeReasonId>6</v46:changeReasonId>
                          <v46:changeReasonDescription>Management re-
priorisation</v46:changeReasonDescription>
                       </v46:equippedDateHistory>
                       <v46:equippedDateHistory>
                          <v46:sortNr>2</v46:sortNr>
                          <v46:changeDate>2015-01-31</v46:changeDate>
                          <v46:eventType>2</v46:eventType>
                          <v46:from>3</v46:from>
                          <v46:to>98</v46:to>
                          <v46:changeReasonId>6</v46:changeReasonId>
                          <v46:changeReasonDescription>Management re-
priorisation</v46:changeReasonDescription>
                       </v46:equippedDateHistory>
                       <v46:plannedSpeed>
                          <v46:up>1000</v46:up>
                          <v46:down>8000</v46:down>
                       </v46:plannedSpeed>
                       <v46:extensionCategory>3</v46:extensionCategory>
                    </v46:plannedEndPoint>
                    <v46:cpeInfo>
```

```
                    <v46:cpeName>Motorola 7347-44 POTS rel.7.9</v46:cpeName>
                    <v46:dslamTypeAllowed>
                       <v46:technology>1</v46:technology>
                       <v46:dslamType>1</v46:dslamType>
                    </v46:dslamTypeAllowed>
                    <v46:dslamTypeAllowed>
                       <v46:technology>2</v46:technology>
                       <v46:dslamType>2</v46:dslamType>
                       <v46:dslamType>3</v46:dslamType>
                    </v46:dslamTypeAllowed>
                    <v46:capability>
                       <v46:technologyType>2</v46:technologyType>
                       <v46:capabilityOverall>1</v46:capabilityOverall>
                       <v46:capabilityHardware>2</v46:capabilityHardware>
                       <v46:capabilityFirmware>1</v46:capabilityFirmware>
                    </v46:capability>
                    <v46:capability>
                       <v46:technologyType>1</v46:technologyType>
                       <v46:capabilityOverall>3</v46:capabilityOverall>
                       <v46:capabilityHardware>0</v46:capabilityHardware>
                       <v46:capabilityFirmware>2</v46:capabilityFirmware>
                    </v46:capability>
                    <v46:comment>Das ist ein Kommentar für CPE Info</v46:comment>
                 </v46:cpeInfo>
                 <v46:maxAccessSpeed>
                    <v46:speedProfileNr>59</v46:speedProfileNr>
                    <v46:description>50000/10000</v46:description>
                    <v46:max>
                       <v46:up>10000</v46:up>
                       <v46:down>50000</v46:down>
                    </v46:max>
                    <v46:min>
                       <v46:up>10000</v46:up>
                       <v46:down>50000</v46:down>
                    </v46:min>
                    <v46:technologyType>1</v46:technologyType>
                 </v46:maxAccessSpeed>
                 <v46:averageFlag>1</v46:averageFlag>
                 <v46:nrOfWires>2</v46:nrOfWires>
                 <v46:fulfillmentTimeSlot>
                    <v46:fulfillmentTimeSlotQualifIndex>1</v46:fulfillmentTimeSlotQualifIndex>
                    <v46:fulfillmentTimeSlotStart>2019-10-
03T00:00:00.000+02:00</v46:fulfillmentTimeSlotStart>
                    <v46:fulfillmentTimeSlotEnd>2019-10-
03T17:00:00.000+02:00</v46:fulfillmentTimeSlotEnd>
                 </v46:fulfillmentTimeSlot>
                 <v46:startPoint>
                    <v46:taxRegion>64</v46:taxRegion>
                    <v46:accessNet>BOL</v46:accessNet>
                    <v46:unitType>3</v46:unitType>
                    <v46:unitNumber>10000</v46:unitNumber>
                    <v46:sse>1</v46:sse>
                    <v46:contactType>1</v46:contactType>
                    <v46:contactNr>62</v46:contactNr>
                    <v46:upPreparation>1</v46:upPreparation>
                 </v46:startPoint>
                 <v46:address>
                    <v46:street>Schönstrasse</v46:street>
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         </v46:effectiveSpeed>
      </v46:qualifProfile>
      <v46:qualifProfile>
         <v46:qualifIndex>56</v46:qualifIndex>
         <v46:nrOfWires>2</v46:nrOfWires>
         <v46:usedAccessSpeed>
            <v46:speedProfileNr>170</v46:speedProfileNr>
            <v46:description>5000-18000/500-2000</v46:description>
            <v46:max>
               <v46:up>2000</v46:up>
               <v46:down>18000</v46:down>
            </v46:max>
            <v46:min>
               <v46:up>500</v46:up>
               <v46:down>5000</v46:down>
            </v46:min>
         </v46:usedAccessSpeed>
         <v46:serviceSpeed>
            <v46:speedProfileNr>283</v46:speedProfileNr>
            <v46:description>max500000/50000</v46:description>
         </v46:serviceSpeed>
         <v46:effectiveSpeed>
            <v46:up>2000</v46:up>
            <v46:down>18000</v46:down>
         </v46:effectiveSpeed>
      </v46:qualifProfile>
      <v46:qualifProfile>
         <v46:qualifIndex>57</v46:qualifIndex>
         <v46:nrOfWires>2</v46:nrOfWires>
         <v46:usedAccessSpeed>
            <v46:speedProfileNr>170</v46:speedProfileNr>
            <v46:description>5000-18000/500-2000</v46:description>
            <v46:max>
               <v46:up>2000</v46:up>
               <v46:down>18000</v46:down>
            </v46:max>
            <v46:min>
               <v46:up>500</v46:up>
               <v46:down>5000</v46:down>
            </v46:min>
         </v46:usedAccessSpeed>
         <v46:serviceSpeed>
            <v46:speedProfileNr>277</v46:speedProfileNr>
            <v46:description>max500000/100000</v46:description>
         </v46:serviceSpeed>
         <v46:effectiveSpeed>
            <v46:up>2000</v46:up>
            <v46:down>18000</v46:down>
         </v46:effectiveSpeed>
      </v46:qualifProfile>
      <v46:currentDnType>13</v46:currentDnType>
      <v46:currentAccessSpeed>
         <v46:speedProfileNr>180</v46:speedProfileNr>
         <v46:description>5000-33000/500-10000</v46:description>
         <v46:max>
            <v46:up>10000</v46:up>
            <v46:down>33000</v46:down>
         </v46:max>
         <v46:min>
            <v46:up>500</v46:up>
```

```
                        <v46:down>5000</v46:down>
                     </v46:min>
                     <v46:technologyType>1</v46:technologyType>
                  </v46:currentAccessSpeed>
                  <v46:llId>0030719875579</v46:llId>
                  <v46:jumperAction>false</v46:jumperAction>
                  <v46:potentialAvailable>1</v46:potentialAvailable>
                  <v46:reasonOfPotential>
                     <v46:potential>
                        <v46:potentialCode>1000</v46:potentialCode>
                        <v46:potentialDescription>outstanding
upgrooming</v46:potentialDescription>
                     </v46:potential>
                     <v46:potential>
                        <v46:potentialCode>1002</v46:potentialCode>
                        <v46:potentialDescription>old CPE Hardware</v46:potentialDescription>
                     </v46:potential>
                  </v46:reasonOfPotential>
                  <v46:technologyType>1</v46:technologyType>
                  <v46:lineState>1</v46:lineState>
                  <v46:vectorized>false</v46:vectorized>
                  <v46:siteDevelopment>
                     <v46:fullyDeveloped>true</v46:fullyDeveloped>
                     <v46:nrOfBasicConnectivities>10</v46:nrOfBasicConnectivities>
                     <v46:nrOfUtilisationUnits>20</v46:nrOfUtilisationUnits>
                     <v46:nrOfLinesTotal>25</v46:nrOfLinesTotal>
                     <v46:nrOfLinesUsable>15</v46:nrOfLinesUsable>
                  </v46:siteDevelopment>
                  <v46:swisscomReady>true</v46:swisscomReady>
                  <v46:psdClass>20</v46:psdClass>
                  <v46:interleaveMode>2</v46:interleaveMode>
               </v46:qualifAnswer>
            </v46:qualificationResult>
         </v46:response>
      </v46: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:v46="http://www.swisscom.com/wsg/bb/v46" 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>
      <v46:createCustomerOrder>
         <v46:request correlationId="Regression WS Standalone">
            <v46:ispId>777710</v46:ispId>
            <v46:qualification>
               <v46:qualifNr>147111131</v46:qualifNr>
               <v46:qualifIndex>10</v46:qualifIndex>
               <v46:fulfillmentTimeSlotQualifIndex>1</v46:fulfillmentTimeSlotQualifIndex>
```

```
            </v46:qualification>
            <v46:creationType>1</v46:creationType>
            <v46:dnVnNsn>0719875579</v46:dnVnNsn>
            <v46:order xsi:type="v46:createType" correlationId="1">
               <v46:contrEleId>120</v46:contrEleId>
               <v46:extRef>Regression WS</v46:extRef>
               <v46:layer2>
                  <v46:bbType>2</v46:bbType>
                  <v46:sessionType>2</v46:sessionType>
               </v46:layer2>
               <v46:processWithLowPriority>false</v46:processWithLowPriority>
            </v46:order>
            <v46:order xsi:type="v46:addType" correlationId="2">
               <v46:contrEleId>100</v46:contrEleId>
               <v46:extRef>Regression SrvAdd Internet</v46:extRef>
               <v46:speedProfileNrReq>240</v46:speedProfileNrReq>
               <v46:processWithLowPriority>false</v46:processWithLowPriority>
            </v46:order>
         </v46:request>
      </v46: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>
      <v46:createCustomerOrderResponse xmlns:v46="http://www.swisscom.com/wsg/bb/v46">
         <v46:response correlationId="Regression WS Standalone">
            <v46:success>true</v46:success>
            <v46:operationLogId>432690774</v46:operationLogId>
            <v46:customerOrderNr>777710201910020000860000000</v46:customerOrderNr>
            <v46:nsn>0106000013</v46:nsn>
            <v46:orderItem correlationId="1">
               <v46:success>true</v46:success>
               <v46:orderNr>777710201910020000850000000</v46:orderNr>
            </v46:orderItem>
            <v46:orderItem correlationId="2">
               <v46:success>true</v46:success>
               <v46:orderNr>777710201910020000870000000</v46:orderNr>
            </v46:orderItem>
         </v46:response>
      </v46:createCustomerOrderResponse>
   </soapenv:Body>
</soapenv:Envelope>
```


3.3.3 GUI

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

777710201705220000340000 00	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	
777710201705220000320000 00	BBCS_CREATE	COMPLETED	0108728519	22/05/2017	22/05/2017	22/05/2017 11:00	22/05/2017 13:00	22/05/2017 10:43:51.906	BBCS_Standalone	VDSL	Netservices number	

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

Detail Order

Main | Services | CPE Info

Order Info

Order Type	BBCS_GETSTATUS
Order State	COMPLETED
Creation Type	New
Response	-
Sf Exept Prio	-
Delivery Notification	-

ISP / Order Nr Info

ISP	777710 Testaccount WSG Team
Customer Order Nr	77771020160502000016000000
Order Nr	77771020160502000016000000
Order Group Nr	-

WOS ID

WOS ID (Requested)	-
WOS ID	-

DN Info

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

Date Info

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

Qualification Info

Qualification Nr	-
Qualification Index	-
Fulfillment Time Slot Index	-

Current Endpoint

DN Office	64BRE
BB Device Location	BRE
Site	BRE
Site Category	RUS
Available Technology Type	VDSL Vectoring
DSLAM Name	ipo-huq4w5-s-vd-01
Dslam Type	CAN
Technology Type	VDSL Vectoring
Vectorized	Yes

References

External Reference	Regression WS
Internal Reference	-

Layer 1 / Basis

Contr Element	BBCS_on_TDM	Level Of Supp	Standard

Layer 2

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

Layer 2 / Cable Box

UP Board Nr	334
UP Switching Place Nr	0
UP Type of Contact	UPK
UP Contact Nr	1
UP Coordinate X	-
UP Coordinate Y	-
BB Port	04-540

Layer 2 / Address / Starting Point

Region	-
Billing Zone	-
Street, Nr, Building	-
ZIP, City	-
Starting Point	64:BRE:3:334:0
Contact Type	1
Contact Number	1
BB Number Of Wires	2
Reason of Potential	-

Further Details

Appointment Id	-	Appointment Date/Time	-	Modem Owner	Unknown
Calculated max. Bitrate	-	Onsite Support	-	BB Access	-
Measured max. Bitrate	-	Self Install	-		

Comment

Last Comment

History

User name	Order State	DN (STNR) / VN / NSN	Response	Transaction Date/Time	BB Type	Speed Profile Nr	Comment	Customer Wish Date	Estimated Due Date/Time Start	Estimated Due Date/Time End
Pol	COMPLETED	0719875577		02/05/2016 10:30:06.550	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 forehand to create a modification.

3.4.1 Request

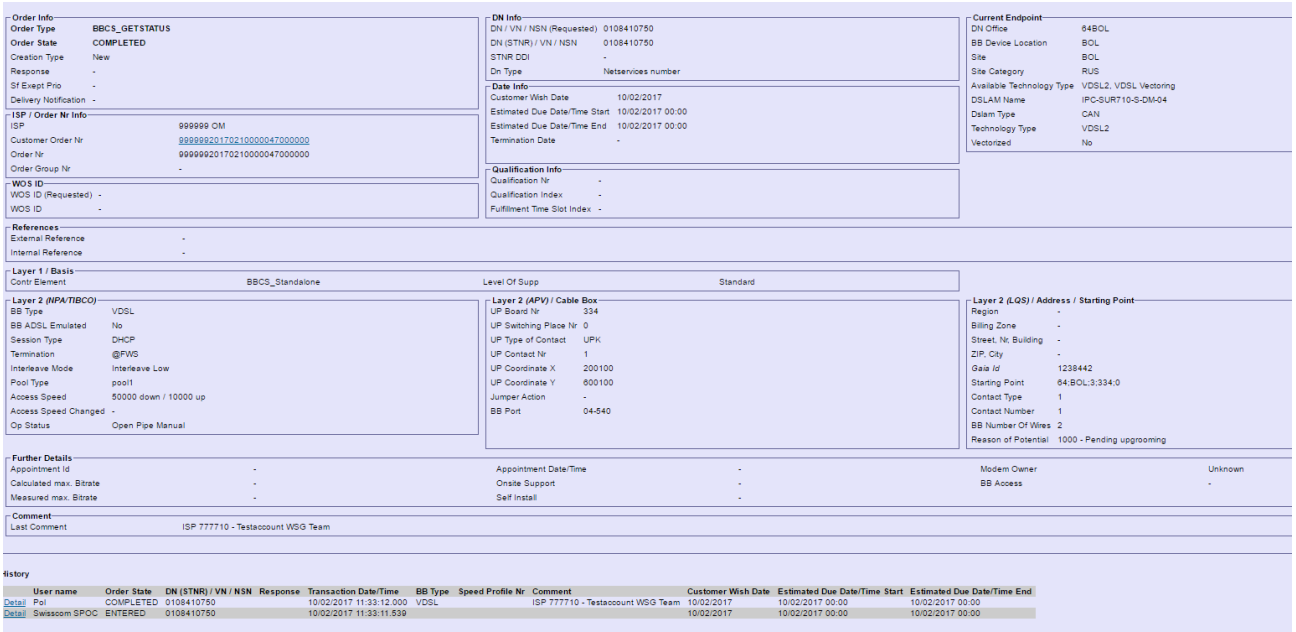
```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v46="http://www.swisscom.com/wsg/bb/v46" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
   <soapenv:Header>
      <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
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>
      <v46:createCustomerOrder>
         <v46:request correlationId="Regression WS change Type">
            <v46:ispId>777710</v46:ispId>
            <v46:creationType>1</v46:creationType>
            <v46:dnVnNsn>0719875579</v46:dnVnNsn>
            <v46:order xsi:type="v46:modifyType" correlationId="1">
               <v46:extRef>extRef RegressionWs modify Type</v46:extRef>
               <v46:layer2>
                  <v46:bbType>2</v46:bbType>
                  <v46:sessionType>2</v46:sessionType>
               </v46:layer2>
               <v46:processWithLowPriority>false</v46:processWithLowPriority>
            </v46:order>
            <v46:order xsi:type="v46:addType" correlationId="2">
               <v46:contrEleId>9</v46:contrEleId>
               <v46:extRef>extRef RegressionSrvTst</v46:extRef>
               <v46:speedProfileNrReq>0</v46:speedProfileNrReq>
               <v46:processWithLowPriority>false</v46:processWithLowPriority>
            </v46:order>
         </v46:request>
      </v46:createCustomerOrder>
   </soapenv:Body>
</soapenv:Envelope>
```

3.4.2 Response


```xml
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v46:createCustomerOrderResponse xmlns:v46="http://www.swisscom.com/wsg/bb/v46">
         <v46:response correlationId="Regression WS change Type">
            <v46:success>true</v46:success>
            <v46:operationLogId>432690775</v46:operationLogId>
            <v46:customerOrderNr>777710201910020000089000000</v46:customerOrderNr>
            <v46:orderItem correlationId="1">
               <v46:success>true</v46:success>
               <v46:orderNr>777710201910020000088000000</v46:orderNr>
            </v46:orderItem>
            <v46:orderItem correlationId="2">
               <v46:success>true</v46:success>
               <v46:orderNr>777710201910020000090000000</v46:orderNr>
            </v46:orderItem>
         </v46:response>
      </v46: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	BBCS_GETSTATUS
Order State	COMPLETED
Creation Type	New
Response	-
Sf Exept Prio	-
Delivery Notification	-

ISP / Order Nr Info

ISP	999999 OM
Customer Order Nr	99999920170210000047000000
Order Nr	99999920170210000047000000
Order Group Nr	-

WOS ID

WOS ID (Requested)	-
WOS ID	-

DN Info

DN / VN / NSN (Requested)	0108410750
DN (STNR) / VN / NSN	0108410750
STNR DDI	-
Dn Type	Netservices number

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	-

Qualification Info

Qualification Nr	-
Qualification Index	-
Fulfillment Time Slot Index	-

Current Endpoint

DN Office	64BOL
BB Device Location	BOL
Site	BOL
Site Category	RUS
Available Technology Type	VDSL2, VDSL Vectoring
DSLAM Name	IPC-SUR710-S-DM-04
Dslam Type	CAN
Technology Type	VDSL2
Vectorized	No

References

External Reference	-
Internal Reference	-

Layer 1 / Basis

Contr Element	BBCS_Standalone	Level Of Supp	Standard

Layer 2 *(NPA/TIBCO)*

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	-	Appointment Date/Time	-	Modem Owner	Unknown
Calculated max. Bitrate	-	Onsite Support	-	BB Access	-
Measured max. Bitrate	-	Self Install	-		

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:v46="http://www.swisscom.com/wsg/bb/v46" 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>
      <v46:createCustomerOrder>
         <v46:request correlationId="Regression WS change Type">
            <v46:ispId>777710</v46:ispId>
            <v46:creationType>1</v46:creationType>
            <v46:dnVnNsn>0719875579</v46:dnVnNsn>
            <v46:order xsi:type="v46:changeType" correlationId="1">
               <v46:contrEleId>100</v46:contrEleId>
               <v46:extRef>extRef RegressionWs change Type</v46:extRef>
               <v46:speedProfileNrReq>209</v46:speedProfileNrReq>
            </v46:order>
            <v46:order xsi:type="v46:reduceType" correlationId="2">
               <v46:contrEleId>9</v46:contrEleId>
               <v46:extRef>extRef RegressionSrvTst</v46:extRef>
            </v46:order>
         </v46:request>
      </v46:createCustomerOrder>
   </soapenv:Body>
</soapenv:Envelope>
```

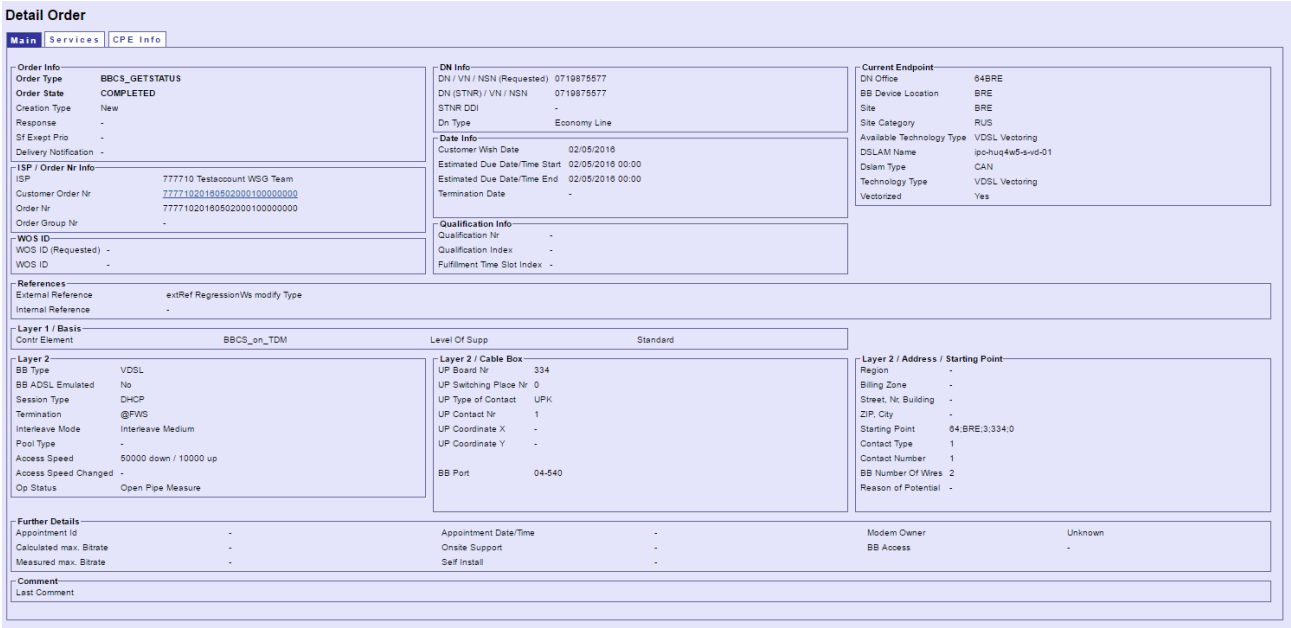
3.5.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v46:createCustomerOrderResponse xmlns:v46="http://www.swisscom.com/wsg/bb/v46">
         <v46:response correlationId="Regression WS change Type">
            <v46:success>true</v46:success>
            <v46:operationLogId>432690780</v46:operationLogId>
            <v46:customerOrderNr>77771020191002000093000000</v46:customerOrderNr>
            <v46:orderItem correlationId="1">
               <v46:success>true</v46:success>
               <v46:orderNr>77771020191002000091000000</v46:orderNr>
            </v46:orderItem>
            <v46:orderItem correlationId="2">
               <v46:success>true</v46:success>
               <v46:orderNr>77771020191002000092000000</v46:orderNr>
            </v46:orderItem>
         </v46:response>
```

```
        </v46:createCustomerOrderResponse>
    </soapenv:Body>
</soapenv:Envelope>
```

3.5.2.1 GUI

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



Detail Order

Main | Services | CPE Info

Order Info

Order Type	BBCS_GETSTATUS
Order State	COMPLETED
Creation Type	New
Response	-
Sf Exept Prio	-
Delivery Notification	-

ISP / Order Nr Info

ISP	777710 Testaccount WSG Team
Customer Order Nr	777710201605020001000000000
Order Nr	777710201605020001000000000
Order Group Nr	-

WOS ID

WOS ID (Requested)	-
WOS ID	-

DN Info

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

Date Info

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

Qualification Info

Qualification Nr	-
Qualification Index	-
Fulfilment Time Slot Index	-

Current Endpoint

DN Office	64BRE
BB Device Location	BRE
Site	BRE
Site Category	RUS
Available Technology Type	VDSL Vectoring
DSLAM Name	ipc-huq4w5-s-vd-01
Dslam Type	CAN
Technology Type	VDSL Vectoring
Vectorized	Yes

References

External Reference	extRef RegressionWs modify Type
Internal Reference	-

Layer 1 / Basis

Contr Element	BBCS_on_TDM	Level Of Supp	Standard

Layer 2

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

Layer 2 / Cable Box

UP Board Nr	334
UP Switching Place Nr	0
UP Type of Contact	UPK
UP Contact Nr	1
UP Coordinate X	-
UP Coordinate Y	-
BB Port	04-540

Layer 2 / Address / Starting Point

Region	-
Billing Zone	-
Street, Nr, Building	-
ZIP, City	-
Starting Point	64;BRE;3;334;0
Contact Type	1
Contact Number	1
BB Number Of Wires	2
Reason of Potential	-

Further Details

Appointment Id	-	Appointment Date/Time	-	Modem Owner	Unknown
Calculated max. Bitrate	-	Onsite Support	-	BB Access	-
Measured max. Bitrate	-	Self Install	-		

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:v46="http://www.swisscom.com/wsg/bb/v46">
   <soapenv:Header/>
   <soapenv:Body>
      <v46:createCustomerOrder>
         <v46:request correlationId="Regression WS change ISP">
            <v46:ispId>777710</v46:ispId>
            <v46:creationType>1</v46:creationType>
            <v46:qualification>
               <v46:qualifNr>147111132</v46:qualifNr>
               <v46:qualifIndex>10</v46:qualifIndex>
            </v46:qualification>
            <v46:dnVnNsn>0108261922</v46:dnVnNsn>
            <v46:order xsi:type="v46:ispChangeType" correlationId="1"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
               <v46:extRef>isptest</v46:extRef>
               <v46:customerWishDate>2019-10-03+02:00</v46:customerWishDate>
               <v46:comment>WS-Tutorial</v46:comment>
               <v46:layer2>
                  <v46:bbType>2</v46:bbType>
                  <v46:sessionType>2</v46:sessionType>
                  <v46:termination>2</v46:termination>
                  <v46:poolType>pool1</v46:poolType>
               </v46:layer2>
               <v46:selfInstall>1</v46:selfInstall>
               <v46:sla>
                  <v46:sfSlaId>1</v46:sfSlaId>
                  <v46:saSlaId>1</v46:saSlaId>
               </v46:sla>
            </v46:order>
         </v46:request>
      </v46: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>
      <v46:createCustomerOrderResponse xmlns:v46="http://www.swisscom.com/wsg/bb/v46">
         <v46:response correlationId="Regression WS change ISP">
            <v46:success>true</v46:success>
            <v46:operationLogId>432690790</v46:operationLogId>
            <v46:customerOrderNr>77771020191002000097000000</v46:customerOrderNr>
            <v46:orderItem correlationId="1">
               <v46:success>true</v46:success>
               <v46:orderNr>77771020191002000096000000</v46:orderNr>
            </v46:orderItem>
         </v46:response>
      </v46: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:v46="http://www.swisscom.com/wsg/bb/v46" 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>
      <v46:createCustomerOrder>
         <v46:request correlationId="Regression WS Disconnect">
            <v46:ispId>777710</v46:ispId>
            <v46:creationType>1</v46:creationType>
            <v46:dnVnNsn>0719875579</v46:dnVnNsn>
            <v46:order xsi:type="v46:disconnectType" correlationId="1">
               <v46:extRef>Regression WS</v46:extRef>
            </v46:order>
         </v46:request>
      </v46:createCustomerOrder>
   </soapenv:Body>
</soapenv:Envelope>
```

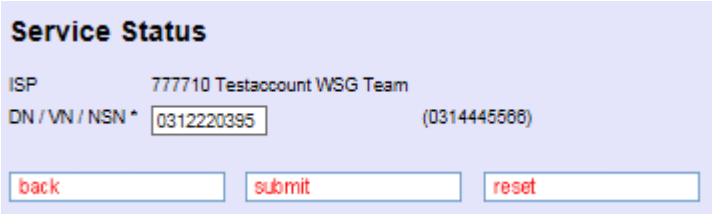
3.7.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v46:createCustomerOrderResponse xmlns:v46="http://www.swisscom.com/wsg/bb/v46">
```

```
            <v46:response correlationId="Regression WS Disconnect">
               <v46:success>true</v46:success>
               <v46:operationLogId>432690799</v46:operationLogId>
               <v46:customerOrderNr>777710201910020000990000000</v46:customerOrderNr>
               <v46:orderItem correlationId="1">
                  <v46:success>true</v46:success>
                  <v46:orderNr>777710201910020000980000000</v46:orderNr>
               </v46:orderItem>
            </v46:response>
         </v46:createCustomerOrderResponse>
      </soapenv:Body>
   </soapenv:Envelope>
```

GUI

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



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-	FA (ULL)	(1 - 9)	n/a	n/a	Basic	Standard

	Access Subloop						

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

3.8.2 Restrictions and Dependencies

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

3.9 Get Order Detail

3.9.1 Request

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v46="http://www.swisscom.com/wsg/bb/v46" xmlns:xsi="http://www.w3.org/2001/XMLSchema-
instance">
   <soapenv:Header/>
   <soapenv:Body>
      <v46:getOrderDetail>
         <v46:request correlationId="Regression WS Get Order Detail">
            <v46:ispId>777710</v46:ispId>
            <v46:orderNr>777710201810310000009000000</v46:orderNr>
         </v46:request>
      </v46: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>
      <v46:getOrderDetailResponse xmlns:v46="http://www.swisscom.com/wsg/bb/v46">
         <v46:response correlationId="Regression WS Get Order Detail">
            <v46:success>true</v46:success>
            <v46:customerOrder>
               <v46:ispId>777710</v46:ispId>
               <v46:ispName>Testaccount WSG Team</v46:ispName>
               <v46:customerOrderNr>777710201810310000008000000</v46:customerOrderNr>
               <v46:extRef>extRef RegressionSrvTst</v46:extRef>
               <v46:dnVnNsn>0719875579</v46:dnVnNsn>
               <v46:creationType>1</v46:creationType>
               <v46:order>
                  <v46:serviceOrder>
                     <v46:creationType>1</v46:creationType>
                     <v46:orderNr>777710201810310000009000000</v46:orderNr>
                     <v46:contrEleId>9</v46:contrEleId>
                     <v46:orderType>13</v46:orderType>
                     <v46:orderState>1</v46:orderState>
                     <v46:customerWishDate>2018-10-31+01:00</v46:customerWishDate>
                     <v46:estimatedDueDateTimeStart>2018-10-
31T10:00:00.000+01:00</v46:estimatedDueDateTimeStart>
                     <v46:estimatedDueDateTimeEnd>2018-10-
31T12:00:00.000+01:00</v46:estimatedDueDateTimeEnd>
                     <v46:transDateTime>2018-10-31T09:13:45.182+01:00</v46:transDateTime>
                     <v46:extRef>extRef RegressionSrvTst</v46:extRef>
                     <v46:sla>
                        <v46:sfSlaId>1</v46:sfSlaId>
                        <v46:saSlaId>4</v46:saSlaId>
                     </v46:sla>
                     <v46:speedProfile>
                        <v46:speedProfileNr>0</v46:speedProfileNr>
                     </v46:speedProfile>
                     <v46:speedProfileReq>
                        <v46:speedProfileNr>0</v46:speedProfileNr>
                     </v46:speedProfileReq>
                     <v46:history>
                        <v46:orderState>1</v46:orderState>
                        <v46:customerWishDate>2018-10-31+01:00</v46:customerWishDate>
                        <v46:estimatedDueDateTimeStart>2018-10-
31T10:00:00.000+01:00</v46:estimatedDueDateTimeStart>
```

```
                        <v46:estimatedDueDateTimeEnd>2018-10-
31T12:00:00.000+01:00</v46:estimatedDueDateTimeEnd>
                        <v46:transDateTime>2018-10-31T09:13:45.182+01:00</v46:transDateTime>
                        <v46:extRef>extRef RegressionSrvTst</v46:extRef>
                        <v46:sla>
                           <v46:sfSlaId>1</v46:sfSlaId>
                           <v46:saSlaId>4</v46:saSlaId>
                        </v46:sla>
                        <v46:speedProfile>
                           <v46:speedProfileNr>0</v46:speedProfileNr>
                        </v46:speedProfile>
                        <v46:speedProfileReq>
                           <v46:speedProfileNr>0</v46:speedProfileNr>
                        </v46:speedProfileReq>
                     </v46:history>
                  </v46:serviceOrder>
               </v46:order>
            </v46:customerOrder>
         </v46:response>
      </v46: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: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: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: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>777710201809250000001000000</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 777710201307150009400000	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	777710201307150009400000	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

Qualification Request

First Name	First Name
Last Name	Last Name
Building	Building
Street	Street
House Nr	12
ZIP	4004
City	City

Cable Box

UP Board Nr	-
UP Switching Place Nr	-
UP Type of Contact	-
UP Contact Nr	-
UP Coordinate X	-
UP Coordinate Y	-

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

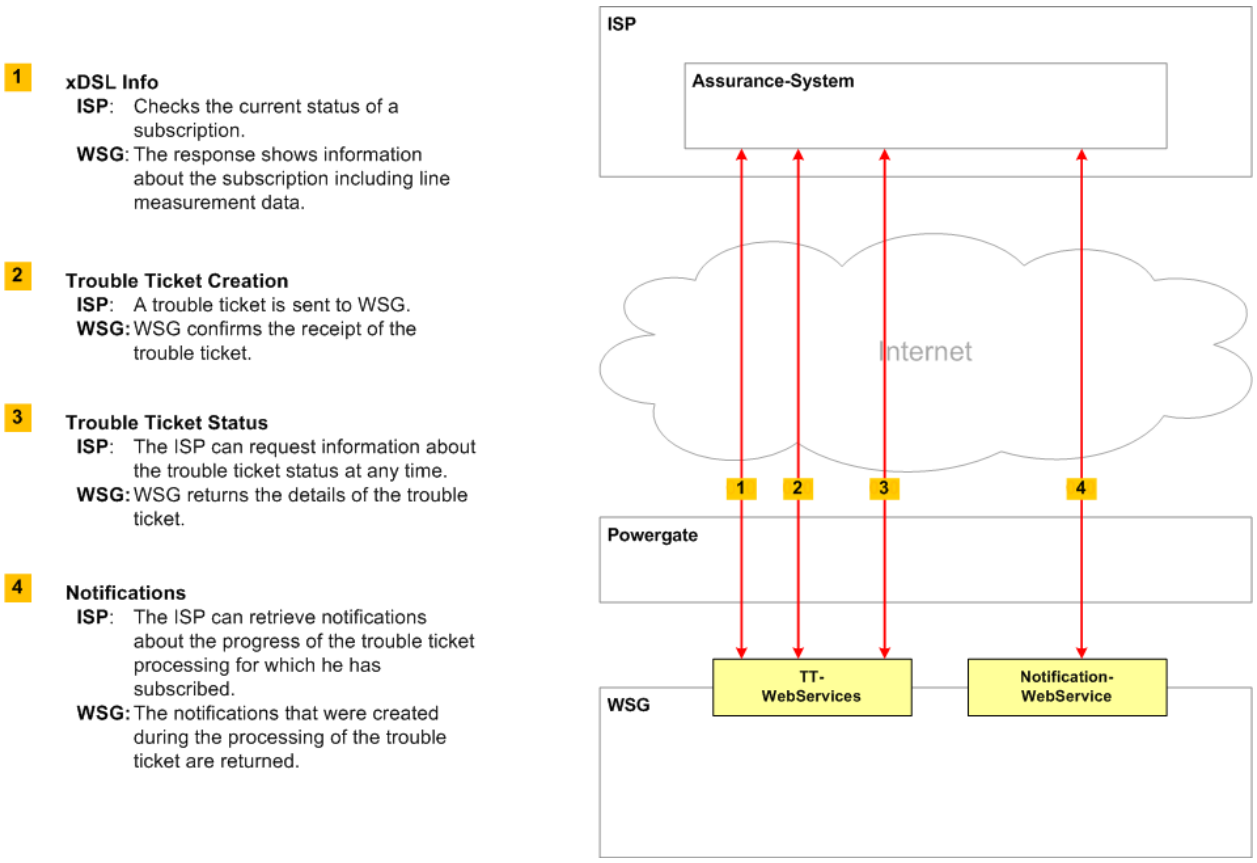
```
<?xml version="1.0" encoding="iso-8859-1"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v16:disconnectResponse xmlns:v16="http://www.swisscom.com/wsg/fa/v16">
         <v16:response correlationId="Regr Test Disconnect">
            <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:



5.2 Get xDSL Info

If an existing BBCS subscription does not work (any more) a get xDSL Info request show available services, network and equipment information,state, statbility, measurements and charts (Trafic 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:v42="http://www.swisscom.com/wsg/tt/v42">
   <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>
      <v42:getXdslInfo>
         <v42:request correlationId="getXdlinfo WS Tutorial">
            <v42:dnVnNsn>0108284947</v42:dnVnNsn>
            <v42:fetchRealTimeData>true</v42:fetchRealTimeData>
            <v42:fetchMeasurementHistoryData>true</v42:fetchMeasurementHistoryData>
            <v42:fetchAlarmData>true</v42:fetchAlarmData>
            <v42:fetchMeltData>true</v42:fetchMeltData>
         </v42:request>
      </v42:getXdslInfo>
   </soapenv:Body>
</soapenv:Envelope>
```

5.2.2 Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:getXdslInfoResponse xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
         <v42:response correlationId="getXdlinfo WS Tutorial">
            <v42:success>true</v42:success>
            <v42:operationLogId>432693483</v42:operationLogId>
            <v42:xdslInfo>
               <v42:actualBitrateUp>16504</v42:actualBitrateUp>
               <v42:actualBitrateDown>55040</v42:actualBitrateDown>
               <v42:actualBitrateUnit>kb/s</v42:actualBitrateUnit>
               <v42:attainableBitrateUp>23728</v42:attainableBitrateUp>
               <v42:attainableBitrateDown>83904</v42:attainableBitrateDown>
               <v42:attainableBitrateUnit>kb/s</v42:attainableBitrateUnit>
               <v42:attenuationUp>16.8</v42:attenuationUp>
               <v42:attenuationDown>14.8</v42:attenuationDown>
               <v42:attenuationUnit>db</v42:attenuationUnit>
               <v42:capacityOccupationUp>64</v42:capacityOccupationUp>
               <v42:capacityOccupationDown>81</v42:capacityOccupationDown>
               <v42:capacityOccupationUnit>%</v42:capacityOccupationUnit>
               <v42:bbType>2</v42:bbType>
               <v42:contrEleId>120</v42:contrEleId>
               <v42:calculatedLineLength>862</v42:calculatedLineLength>
```

```
                <v42:correctionDbLineLength>872</v42:correctionDbLineLength>
                <v42:dnType>13</v42:dnType>
                <v42:dnVnNsn>0108284947</v42:dnVnNsn>
                <v42:interleaveMode>2</v42:interleaveMode>
                <v42:ispId>100008</v42:ispId>
                <v42:ispIdProvider>100068</v42:ispIdProvider>
                <v42:lastStatusChange>1970-01-01T01:00:00.000+01:00</v42:lastStatusChange>
                <v42:lineStateId>23684278</v42:lineStateId>
                <v42:noiseMarginUp>11.1</v42:noiseMarginUp>
                <v42:noiseMarginDown>14</v42:noiseMarginDown>
                <v42:noiseMarginUnit>db</v42:noiseMarginUnit>
                <v42:nrSpontaneousResyncs>1</v42:nrSpontaneousResyncs>
                <v42:requestDate>2020-04-09T15:20:24.000+02:00</v42:requestDate>
                <v42:responseDate>2020-04-09T15:21:18.000+02:00</v42:responseDate>
                <v42:responseMessage>TIBCO/NC-CIA: 000: OK: NA: 000: OK</v42:responseMessage>
                <v42:sessionType>1</v42:sessionType>
                <v42:accessProfile>
                   <v42:speedProfileDescription>50000 down / 10000 up</v42:speedProfileDescription>
                   <v42:speedProfileName>50000 down / 10000 up</v42:speedProfileName>
                   <v42:accessSpeedProfileNr>59</v42:accessSpeedProfileNr>
                   <v42:technologyType>2</v42:technologyType>
                   <v42:accessProfileType>3</v42:accessProfileType>
                </v42:accessProfile>
                <v42:xdslInfoLight>green</v42:xdslInfoLight>
                <v42:xdslLineState>up</v42:xdslLineState>
                <v42:opStatus>4</v42:opStatus>
                <v42:cpeInfo>
                   <v42:cpeName>ADB V236N1 Centro Grande</v42:cpeName>
                   <v42:dslamTypeAllowed>
                      <v42:technology>2</v42:technology>
                      <v42:dslamType>2</v42:dslamType>
                      <v42:dslamType>3</v42:dslamType>
                   </v42:dslamTypeAllowed>
                   <v42:capability>
                      <v42:technologyType>1</v42:technologyType>
                      <v42:capabilityOverall>7</v42:capabilityOverall>
                      <v42:capabilityHardware>1</v42:capabilityHardware>
                      <v42:capabilityFirmware>2</v42:capabilityFirmware>
                   </v42:capability>
                   <v42:capability>
                      <v42:technologyType>2</v42:technologyType>
                      <v42:capabilityOverall>1</v42:capabilityOverall>
                      <v42:capabilityHardware>2</v42:capabilityHardware>
                      <v42:capabilityFirmware>0</v42:capabilityFirmware>
                   </v42:capability>
                   <v42:capability>
                      <v42:technologyType>3</v42:technologyType>
                      <v42:capabilityOverall>2</v42:capabilityOverall>
                      <v42:capabilityHardware>0</v42:capabilityHardware>
                      <v42:capabilityFirmware>1</v42:capabilityFirmware>
                   </v42:capability>
                   <v42:comment>CPE Info Comment</v42:comment>
                   <v42:cpeVendorSerialNumber>7C26649B6B20 F5360
SG4D10001362</v42:cpeVendorSerialNumber>
                   <v42:cpeVendorId>B5004244434D206A</v42:cpeVendorId>
                   <v42:cpeSystemVendorId>3D005341474D0000</v42:cpeSystemVendorId>
                   <v42:cpeVersionNumber>AvfH43j2.26u 13</v42:cpeVersionNumber>
                </v42:cpeInfo>
                <v42:stabilityInfo>
                   <v42:overallStability>3</v42:overallStability>
                   <v42:codingViolationDownstreamStability>3</v42:codingViolationDownstreamStability>
                   <v42:codingViolationUpstreamStability>3</v42:codingViolationUpstreamStability>

<v42:severelyErrorSecondsDownstreamStability>3</v42:severelyErrorSecondsDownstreamStability>
```

```
<v42:severelyErrorSecondsUpstreamStability>3</v42:severelyErrorSecondsUpstreamStability>
                  <v42:spontaneousResyncsStability>1</v42:spontaneousResyncsStability>
                  <v42:attainableActualBitrateRatio>2</v42:attainableActualBitrateRatio>
               </v42:stabilityInfo>
               <v42:icaResult>
                  <v42:analysisDate>2016-03-15T14:46:15.000+01:00</v42:analysisDate>
                  <v42:analysisDate24h>2016-03-10T14:46:15.000+01:00</v42:analysisDate24h>
                  <v42:analysisState>6</v42:analysisState>
                  <v42:analysisType>1</v42:analysisType>
                  <v42:problemDetected>0</v42:problemDetected>
                  <v42:potentialAttainBitrateDown>-1</v42:potentialAttainBitrateDown>
                  <v42:potentialAttainBitrateUp>-1</v42:potentialAttainBitrateUp>
                  <v42:potentialAccessProfileNr>0</v42:potentialAccessProfileNr>
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                       <v42:acvbg>0.009</v42:acvbg>
                       <v42:dcvab>0.124</v42:dcvab>
                       <v42:dcvag>0.01</v42:dcvag>
                       <v42:dcvbg>0.184</v42:dcvbg>
                       <v42:rab>9245008</v42:rab>
                       <v42:rba>9584128</v42:rba>
                       <v42:rag>9778620</v42:rag>
                       <v42:rbg>9899919</v42:rbg>
                       <v42:cab>67.734</v42:cab>
                       <v42:cag>0.247</v42:cag>
                       <v42:cbg>0.013</v42:cbg>
                    </v42:meltLineState>
                 </v42:meltHistory>
              </v42:meltResult>
              <v42:hasCurrentEvent>true</v42:hasCurrentEvent>
           </v42:xdslInfo>
        </v42:response>
     </v42:getXdslInfoResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

5.2.3 GUI

xDSL Info Result

ISP 100068 - Swisscom Mobile
DN / VN / NSN 0108284947

Back | Refresh | Transaction Overview

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

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	-

Access

Contract Element	BBCS_Standalone
DN Office	64BOL
BB Device Location	DELOC
Site	BOL
Site Category	PUS-S
Available Technology Type	VDSL2, VDSL Vectoring
DSLAM Name	IPC-SUR710-S-DM-04
Network Type	WARP
Vectorized	Yes
BB Type	VDSL
BB ADSL Emulated	No
DN Type	Netservices number
BB Port Line Type	ana
Interleave Mode	Interleave Low
BB PSD Class	Spec_VDSL2_17a
Session Type	PPP
Access Profile	50M down / 10M up
Access Profile Type	Full-Flex
Technology Type	VDSL Vectoring
CP Status	Open Pipe LQS 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 inhouse cabling (install broad band ready).
Last Status Change Date/Time	01. Jan. 1970 01:00:00

Stability Info

Overall Stability	good stability/quality
Coding Violation Down	good stability/quality
Coding 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	16504	kb/s
Actual Bitrate Down	55043	kb/s
Attainable Bitrate Up	23728	kb/s
Attainable Bitrate Down	83904	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 14:46:15
Line Analysis 24h Date/Time	10. Mar. 2016 14:46:15
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	862	m
Correction DB Line Length	872	m
Number of Spontaneous Resyncs	1	

Back | Refresh | Transaction Overview

xDSL Info Result

ISP 100068 - Swisscom Mobile
DN / VN / NSN 0108284947

Back | Refresh | Transaction Overview

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

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

Back | Refresh | Transaction Overview

xDSL Info Result

ISP 100068 - Swisscom Mobile
DN / VN / NSN 0108284947

Back | Refresh | Transaction Overview

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

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

Capability

Technology Type	Capability Overall	Capability Hardware	Capability Firmware
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

Back | Refresh | Transaction Overview

xDSL Info Result

ISP 100068 - Swisscom Mobile
DN / VN / NSN 0108284947

Back | Refresh | Transaction Overview

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

Qualification Info

LQS Max Technology Type	VDSL2
LQS Max Access Profile	50M down / 10M up
Interleave Mode	Interleave Low
NA Failure Type	OK
NA Max Technology Type	VDSL2
NA Max Access Profile	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

Back | Refresh | Transaction Overview

xDSL Info Result

ISP 100068 - Swisscom Mobile
DN / VN / NSN 0108284947

Back | Refresh | Transaction Overview

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

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

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

Netdriven Process	LastProcess 1
Start Date/Time	07. Apr. 2020 16:19:44
Input Reason	aInputReason 1
Action	aAction 1
Initiator	aInitiator 1

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

Netdriven Process	LastProcess 0
Start Date/Time	07. Apr. 2020 04:19:44
Input Reason	aInputReason 0
Action	aAction 0
Initiator	aInitiator 0

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

Back | Refresh | Transaction Overview

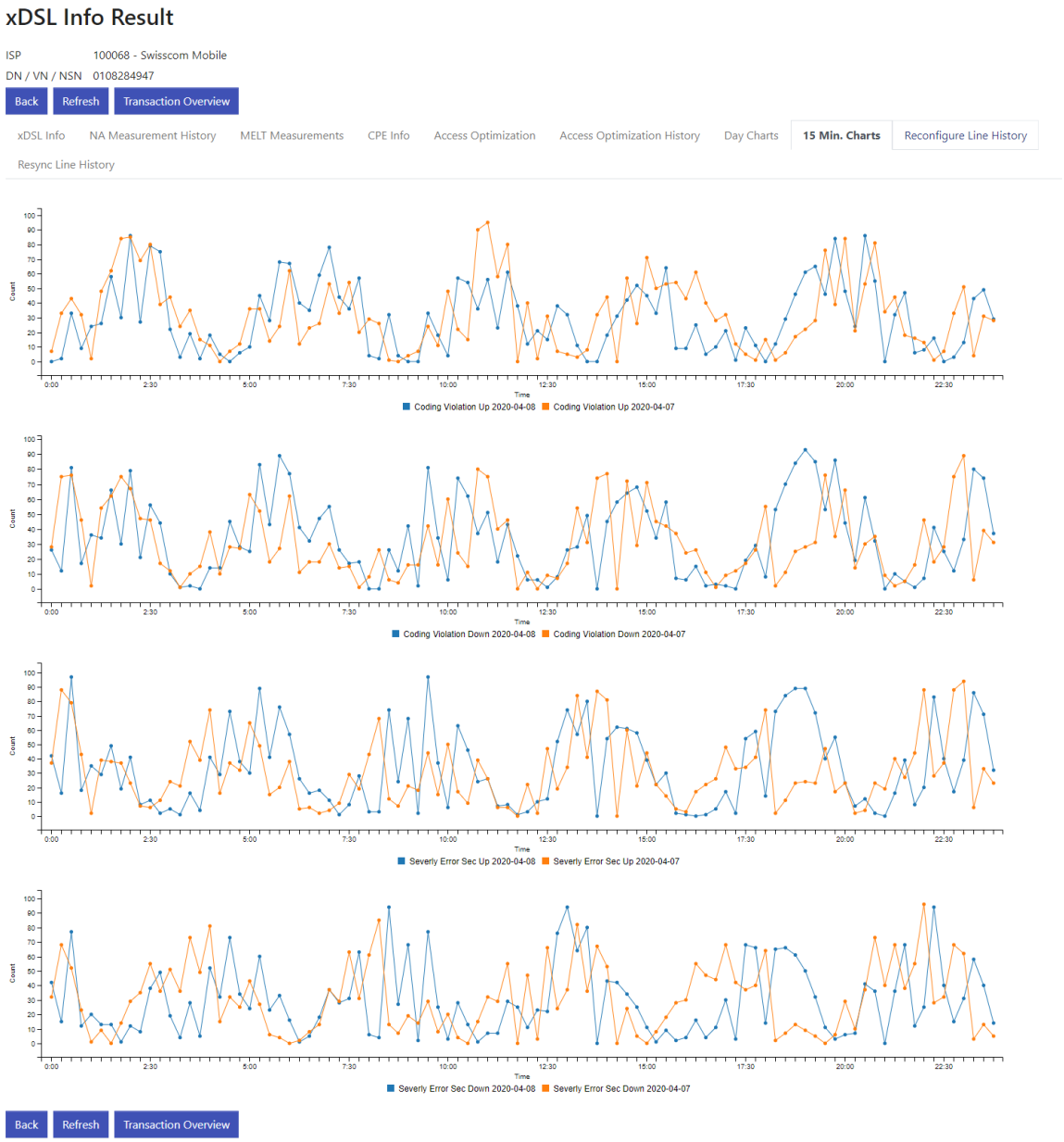
xDSL Info Result

ISP 100068 - Swisscom Mobile
DN / VN / NSN 0108284947

Back | Refresh | Transaction Overview

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

Back | Refresh | Transaction Overview



5.3 Get xDSL Info Events

Get xDSL Info events returns existing events for a given dnVnNsn.

5.3.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
   <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>
      <v42:getXdslInfoEvents>
         <v42:request correlationId="getXdlinfoEvents WS Tutorial">
            <v42:dnVnNsn>0108284947</v42:dnVnNsn>
         </v42:request>
      </v42:getXdslInfoEvents >
   </soapenv:Body>
</soapenv:Envelope>
```

5.3.2 Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:getXdslInfoEventsResponse xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
         <v42:response correlationId="getXdlinfoEvents WS Tutorial">
            <v42:success>true</v42:success>
            <v42:operationLogId>432693483</v42:operationLogId>
            <v42:currentEvents>
               <v42:eventType>2</v42:eventType>
               <v42:eventId>SIM-9992371227</v42:eventId>
               <v42:eventCause>outage</v42:eventCause>
               <v42:networkElementName>ipd-bem640-s-fa-01</v42:networkElementName>
               <v42:startDate>2020-11-05T13:00:00.000+01:00</v42:startDate>
               <v42:endDate>2020-11-06T18:00:00.000+01:00</v42:endDate>
               <v42:duration>300</v42:duration>
            </v42:currentEvents>
            <v42:pastEvents>
               <v42:eventType>2</v42:eventType>
               <v42:eventId>SIM-9996383039</v42:eventId>
               <v42:eventCause>upgrade</v42:eventCause>
               <v42:networkElementName>ipd-bem640-s-fa-01</v42:networkElementName>
               <v42:startDate>2020-11-03T23:00:00.000+01:00</v42:startDate>
               <v42:endDate>2020-11-04T13:00:00.000+01:00</v42:endDate>
               <v42:duration>840</v42:duration>
            </v42:pastEvents>
            <v42:pastEvents>
               <v42:eventType>2</v42:eventType>
               <v42:eventId>SIM-9997478576</v42:eventId>
               <v42:eventCause>power outage</v42:eventCause>
               <v42:networkElementName>ipd-bem640-s-fa-01</v42:networkElementName>
               <v42:startDate>2020-10-31T12:30:00.000+01:00</v42:startDate>
               <v42:endDate>2020-10-31T16:00:00.000+01:00</v42:endDate>
               <v42:duration>210</v42:duration>
            </v42:pastEvents>
         </v42:response>
      </v42:getXdslInfoEventsResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

5.4 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 availalabe timeslots, book appointment. If reschule is needed get available time

slots with the rescent appoimtment id and reschedule the appointment. An existing appoimment may be cancelled.

5.4.1 Get Available Timeslots

5.4.1.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v4="http://www.swisscom.com/wsg/appBook/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>${Header.Username}</wsse:Username>
            <wsse:Password>${Header.Password}</wsse:Password>
         </wsse:UsernameToken>
      </wsse:Security></soapenv:Header>
   <soapenv:Body>
      <v4:getAvailableTimeSlots>
         <v4:request correlationId="GetAvailableTimeSlots WS Tutorial">
            <v4:ispId>777710</v4:ispId>
            <v4:troubleTicketData>
               <v4:errorCategory>571</v4:errorCategory>
               <v4:dnVnNsn>0108891951</v4:dnVnNsn>
            </v4:troubleTicketData>
        <v4:fromDateTime>2018-06-02T00:00:00.000</v4:fromDateTime>
         </v4:request>
      </v4:getAvailableTimeSlots>
   </soapenv:Body>
</soapenv:Envelope>
```

5.4.1.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Body>
      <v4:getAvailableTimeSlotsResponse xmlns:v4="http://www.swisscom.com/wsg/appBook/v4">
         <v4:response correlationId="GetAvailableTimeSlots WS Tutorial">
            <v4:success>true</v4:success>
            <v4:bookingSessionId>000135111489839</v4:bookingSessionId>
            <v4:timeSlot>
               <v4:timeSlotId>13</v4:timeSlotId>
               <v4:timeSlotSize>10</v4:timeSlotSize>
               <v4:timeSlotStartDateTime>2018-06-04T08:00:08.895+02:00</v4:timeSlotStartDateTime>
               <v4:timeSlotEndDateTime>2018-06-04T17:00:08.895+02:00</v4:timeSlotEndDateTime>
               <v4:outOfSaSla>true</v4:outOfSaSla>
               <v4:rank>29</v4:rank>
            </v4:timeSlot>
            <v4:timeSlot>
               <v4:timeSlotId>14</v4:timeSlotId>
               <v4:timeSlotSize>30</v4:timeSlotSize>
               <v4:timeSlotStartDateTime>2018-06-04T08:00:08.895+02:00</v4:timeSlotStartDateTime>
               <v4:timeSlotEndDateTime>2018-06-04T12:00:08.895+02:00</v4:timeSlotEndDateTime>
               <v4:outOfSaSla>false</v4:outOfSaSla>
               <v4:rank>8</v4:rank>
            </v4:timeSlot>
            <v4:timeSlot>
               <v4:timeSlotId>15</v4:timeSlotId>
               <v4:timeSlotSize>30</v4:timeSlotSize>
               <v4:timeSlotStartDateTime>2018-06-04T13:00:08.895+02:00</v4:timeSlotStartDateTime>
```

```
      <v4:timeSlotEndDateTime>2018-06-04T17:00:08.895+02:00</v4:timeSlotEndDateTime>
      <v4:outOfSaSla>true</v4:outOfSaSla>
      <v4:rank>98</v4:rank>
   </v4:timeSlot>
   <v4:timeSlot>
      <v4:timeSlotId>16</v4:timeSlotId>
      <v4:timeSlotSize>40</v4:timeSlotSize>
      <v4:timeSlotStartDateTime>2018-06-04T08:00:08.895+02:00</v4:timeSlotStartDateTime>
      <v4:timeSlotEndDateTime>2018-06-04T10:00:08.895+02:00</v4:timeSlotEndDateTime>
      <v4:outOfSaSla>false</v4:outOfSaSla>
      <v4:rank>63</v4:rank>
   </v4:timeSlot>
   <v4:timeSlot>
      <v4:timeSlotId>17</v4:timeSlotId>
      <v4:timeSlotSize>40</v4:timeSlotSize>
      <v4:timeSlotStartDateTime>2018-06-04T10:00:08.895+02:00</v4:timeSlotStartDateTime>
      <v4:timeSlotEndDateTime>2018-06-04T12:00:08.895+02:00</v4:timeSlotEndDateTime>
      <v4:outOfSaSla>false</v4:outOfSaSla>
      <v4:rank>88</v4:rank>
   </v4:timeSlot>
   <v4:timeSlot>
      <v4:timeSlotId>18</v4:timeSlotId>
      <v4:timeSlotSize>40</v4:timeSlotSize>
      <v4:timeSlotStartDateTime>2018-06-04T13:00:08.895+02:00</v4:timeSlotStartDateTime>
      <v4:timeSlotEndDateTime>2018-06-04T15:00:08.895+02:00</v4:timeSlotEndDateTime>
      <v4:outOfSaSla>false</v4:outOfSaSla>
      <v4:rank>22</v4:rank>
   </v4:timeSlot>
   <v4:timeSlot>
      <v4:timeSlotId>20</v4:timeSlotId>
      <v4:timeSlotSize>10</v4:timeSlotSize>
      <v4:timeSlotStartDateTime>2018-06-05T08:00:08.895+02:00</v4:timeSlotStartDateTime>
      <v4:timeSlotEndDateTime>2018-06-05T17:00:08.895+02:00</v4:timeSlotEndDateTime>
      <v4:outOfSaSla>true</v4:outOfSaSla>
      <v4:rank>34</v4:rank>
   </v4:timeSlot>
   <v4:timeSlot>
      <v4:timeSlotId>21</v4:timeSlotId>
      <v4:timeSlotSize>30</v4:timeSlotSize>
      <v4:timeSlotStartDateTime>2018-06-05T08:00:08.895+02:00</v4:timeSlotStartDateTime>
      <v4:timeSlotEndDateTime>2018-06-05T12:00:08.895+02:00</v4:timeSlotEndDateTime>
      <v4:outOfSaSla>true</v4:outOfSaSla>
      <v4:rank>6</v4:rank>
   </v4:timeSlot>
   <v4:timeSlot>
      <v4:timeSlotId>23</v4:timeSlotId>
      <v4:timeSlotSize>40</v4:timeSlotSize>
      <v4:timeSlotStartDateTime>2018-06-05T08:00:08.895+02:00</v4:timeSlotStartDateTime>
      <v4:timeSlotEndDateTime>2018-06-05T10:00:08.895+02:00</v4:timeSlotEndDateTime>
      <v4:outOfSaSla>true</v4:outOfSaSla>
      <v4:rank>6</v4:rank>
   </v4:timeSlot>
   <v4:timeSlot>
      <v4:timeSlotId>24</v4:timeSlotId>
      <v4:timeSlotSize>40</v4:timeSlotSize>
      <v4:timeSlotStartDateTime>2018-06-05T10:00:08.895+02:00</v4:timeSlotStartDateTime>
      <v4:timeSlotEndDateTime>2018-06-05T12:00:08.895+02:00</v4:timeSlotEndDateTime>
      <v4:outOfSaSla>true</v4:outOfSaSla>
      <v4:rank>43</v4:rank>
   </v4:timeSlot>
   <v4:timeSlot>
      <v4:timeSlotId>25</v4:timeSlotId>
      <v4:timeSlotSize>40</v4:timeSlotSize>
      <v4:timeSlotStartDateTime>2018-06-05T13:00:08.895+02:00</v4:timeSlotStartDateTime>
      <v4:timeSlotEndDateTime>2018-06-05T15:00:08.895+02:00</v4:timeSlotEndDateTime>
```

```
                <v4:outOfSaSla>true</v4:outOfSaSla>
                <v4:rank>40</v4:rank>
            </v4:timeSlot>
            <v4:timeSlot>
                <v4:timeSlotId>29</v4:timeSlotId>
                <v4:timeSlotSize>30</v4:timeSlotSize>
                <v4:timeSlotStartDateTime>2018-06-06T13:00:08.956+02:00</v4:timeSlotStartDateTime>
                <v4:timeSlotEndDateTime>2018-06-06T17:00:08.956+02:00</v4:timeSlotEndDateTime>
                <v4:outOfSaSla>true</v4:outOfSaSla>
                <v4:rank>91</v4:rank>
            </v4:timeSlot>
            <v4:timeSlot>
                <v4:timeSlotId>31</v4:timeSlotId>
                <v4:timeSlotSize>40</v4:timeSlotSize>
                <v4:timeSlotStartDateTime>2018-06-06T10:00:08.956+02:00</v4:timeSlotStartDateTime>
                <v4:timeSlotEndDateTime>2018-06-06T12:00:08.956+02:00</v4:timeSlotEndDateTime>
                <v4:outOfSaSla>true</v4:outOfSaSla>
                <v4:rank>26</v4:rank>
            </v4:timeSlot>
            <v4:timeSlot>
                <v4:timeSlotId>32</v4:timeSlotId>
                <v4:timeSlotSize>40</v4:timeSlotSize>
                <v4:timeSlotStartDateTime>2018-06-06T13:00:08.956+02:00</v4:timeSlotStartDateTime>
                <v4:timeSlotEndDateTime>2018-06-06T15:00:08.956+02:00</v4:timeSlotEndDateTime>
                <v4:outOfSaSla>true</v4:outOfSaSla>
                <v4:rank>36</v4:rank>
            </v4:timeSlot>
        </v4:response>
    </v4:getAvailableTimeSlotsResponse>
  </soapenv:Body>
</soapenv:Envelope>
```


5.4.2 Book Appointment

5.4.2.1 Request

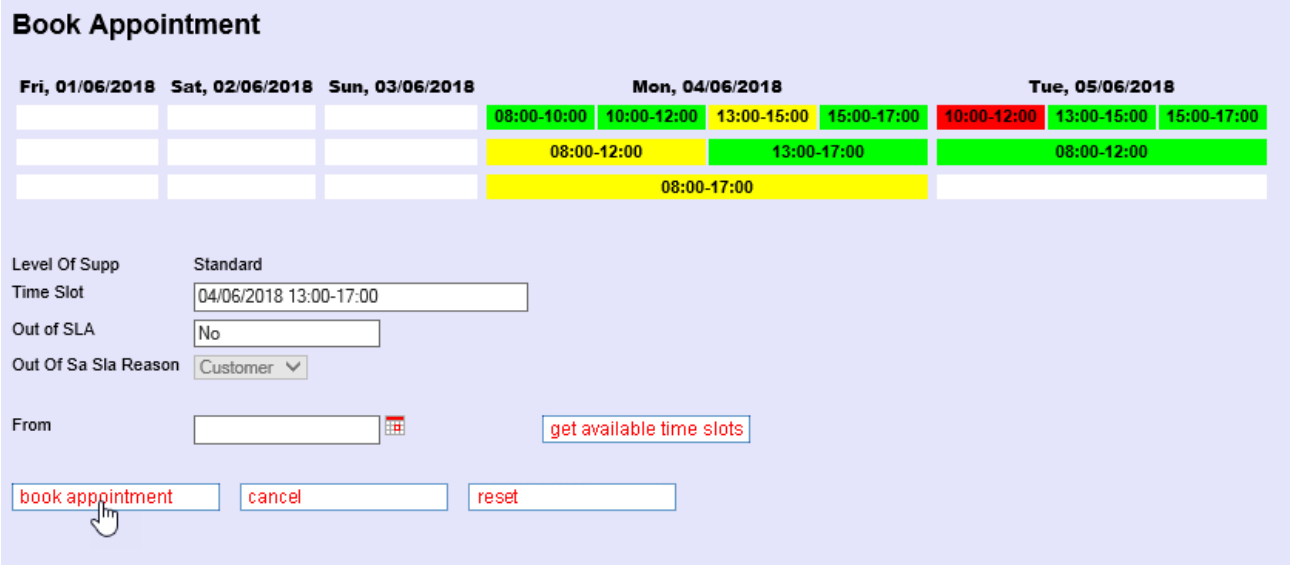

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v4="http://www.swisscom.com/wsg/appBook/v4">
   <soapenv:Header>
      <wsse:Security soapenv:actor="http://schemas.xmlsoap.org/soap/actor/next"
soapenv:mustUnderstand="0" xmlns:wsse="http://docs.oasis-open.org/wss/2004/01/oasis-200401-wss-
wssecurity-secext-1.0.xsd">
         <wsse:UsernameToken>
            <wsse:Username>${Header.Username}</wsse:Username>
            <wsse:Password>${Header.Password}</wsse:Password>
         </wsse:UsernameToken>
      </wsse:Security>
   </soapenv:Header>
   <soapenv:Body>
      <v4:bookAppointment>
         <v4:request correlationId="BookAppointement WS Tutorial">
            <v4:ispId>777710</v4:ispId>
            <v4:bookingSessionId>000135111489839</v4:bookingSessionId>
            <v4:timeSlot>
               <v4:timeSlotId>13</v4:timeSlotId>
               <v4:timeSlotSize>10</v4:timeSlotSize>
               <v4:timeSlotStartDateTime>2018-06-04T08:00:08.895+02:00</v4:timeSlotStartDateTime>
               <v4:timeSlotEndDateTime>2018-06-04T17:00:08.895+02:00</v4:timeSlotEndDateTime>
               <v4:outOfSaSla>true</v4:outOfSaSla>
               <v4:rank>29</v4:rank>
            </v4:timeSlot>
            <v4:outOfSaSlaReason>Customer</v4:outOfSaSlaReason>
         </v4:request>
      </v4:bookAppointment>
   </soapenv:Body>
```

```
</soapenv:Envelope>
```

5.4.2.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Body>
      <v4:bookAppointmentResponse xmlns:v4="http://www.swisscom.com/wsg/appBook/v4">
         <v4:response correlationId="BookAppointement WS Tutorial">
            <v4:success>true</v4:success>
            <v4:appointment>
               <v4:appointmentId>82907</v4:appointmentId>
               <v4:timeSlotStartDateTime>2018-06-04T08:00:08.895+02:00</v4:timeSlotStartDateTime>
               <v4:timeSlotEndDateTime>2018-06-04T17:00:08.895+02:00</v4:timeSlotEndDateTime>
            </v4:appointment>
         </v4:response>
      </v4:bookAppointmentResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

5.4.2.3 GUI



5.4.3 Get Available Timeslots with Appointment

5.4.3.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v4="http://www.swisscom.com/wsg/appBook/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>${Header.Username}</wsse:Username>
            <wsse:Password>${Header.Password}</wsse:Password>
         </wsse:UsernameToken>
      </wsse:Security></soapenv:Header>
   <soapenv:Body>
      <v4:getAvailableTimeSlots>
         <v4:request correlationId="GetAvailableTimeSlots with App WS Tutorial">
            <v4:ispId>777710</v4:ispId>
```

```
            <v4:appointmentIdOld>82907</v4:appointmentIdOld>
         <v4:fromDateTime>2018-06-02T00:00:00.000</v4:fromDateTime>
          </v4:request>
      </v4:getAvailableTimeSlots>
   </soapenv:Body>
</soapenv:Envelope>
```

5.4.3.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Body>
      <v4:getAvailableTimeSlotsResponse xmlns:v4="http://www.swisscom.com/wsg/appBook/v4">
         <v4:response correlationId="GetAvailableTimeSlots with App WS Tutorial">
            <v4:success>true</v4:success>
            <v4:bookingSessionId>000135111530337</v4:bookingSessionId>
            <v4:timeSlot>
               <v4:timeSlotId>13</v4:timeSlotId>
               <v4:timeSlotSize>10</v4:timeSlotSize>
               <v4:timeSlotStartDateTime>2018-06-04T08:00:33.366+02:00</v4:timeSlotStartDateTime>
               <v4:timeSlotEndDateTime>2018-06-04T17:00:33.366+02:00</v4:timeSlotEndDateTime>
               <v4:outOfSaSla>true</v4:outOfSaSla>
               <v4:rank>99</v4:rank>
            </v4:timeSlot>
            <v4:timeSlot>
               <v4:timeSlotId>15</v4:timeSlotId>
               <v4:timeSlotSize>30</v4:timeSlotSize>
               <v4:timeSlotStartDateTime>2018-06-04T13:00:33.366+02:00</v4:timeSlotStartDateTime>
               <v4:timeSlotEndDateTime>2018-06-04T17:00:33.366+02:00</v4:timeSlotEndDateTime>
               <v4:outOfSaSla>true</v4:outOfSaSla>
               <v4:rank>92</v4:rank>
            </v4:timeSlot>
…
         </v4:response>
      </v4:getAvailableTimeSlotsResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

5.4.4 Reschedule Appointment

5.4.4.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v4="http://www.swisscom.com/wsg/appBook/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>${Header.Username}</wsse:Username>
            <wsse:Password>${Header.Password}</wsse:Password>
         </wsse:UsernameToken>
      </wsse:Security>
   </soapenv:Header>
   <soapenv:Body>
      <v4:rescheduleAppointment>
         <v4:request correlationId="reschedule WSG Tutorial">
            <v4:ispId>777710</v4:ispId>
            <v4:bookingSessionId>000135111530337</v4:bookingSessionId>
            <v4:timeSlot>
               <v4:timeSlotId>15</v4:timeSlotId>
               <v4:timeSlotSize>30</v4:timeSlotSize>
               <v4:timeSlotStartDateTime>2018-06-04T13:00:33.366+02:00</v4:timeSlotStartDateTime>
               <v4:timeSlotEndDateTime>2018-06-04T17:00:33.366+02:00</v4:timeSlotEndDateTime>
               <v4:outOfSaSla>true</v4:outOfSaSla>
```

```
                <v4:rank>92</v4:rank>
            </v4:timeSlot>
            <v4:outOfSaSlaReason>Swisscom</v4:outOfSaSlaReason>
            <v4:appointmentIdOld>82907</v4:appointmentIdOld>
         </v4:request>
      </v4:rescheduleAppointment>
   </soapenv:Body>
</soapenv:Envelope>
```

5.4.4.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Body>
      <v4:bookAppointmentResponse xmlns:v4="http://www.swisscom.com/wsg/appBook/v4">
         <v4:response correlationId="reschedule WSG Tutorial">
            <v4:success>true</v4:success>
            <v4:appointment>
               <v4:appointmentId>386</v4:appointmentId>
               <v4:timeSlotStartDateTime>2018-06-04T13:00:33.366+02:00</v4:timeSlotStartDateTime>
               <v4:timeSlotEndDateTime>2018-06-04T17:00:33.366+02:00</v4:timeSlotEndDateTime>
            </v4:appointment>
         </v4:response>
      </v4:bookAppointmentResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

5.4.5 Cancel Appointment

5.4.5.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v4="http://www.swisscom.com/wsg/appBook/v4">
   <soapenv:Header/>
   <soapenv:Body>
      <v4:cancelAppointment>
         <v4:request correlationId="cancelAppointmentRequest WS Tutorial">
            <v4:ispId>777710</v4:ispId>
            <v4:appointmentId>386</v4:appointmentId>
         </v4:request>
      </v4:cancelAppointment>
   </soapenv:Body>
</soapenv:Envelope>
```

5.4.5.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Body>
      <v4:cancelAppointmentResponse xmlns:v4="http://www.swisscom.com/wsg/appBook/v4">
         <v4:response correlationId="cancelAppointmentRequest WS Tutorial">
            <v4:success>true</v4:success>
         </v4:response>
      </v4:cancelAppointmentResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

5.5 Creation of a Trouble Ticket

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

5.5.1 Request

```xml
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:createTroubleTicket>
         <v42:request correlationId="createTroubleTicket">
            <v42:ispId>777710</v42:ispId>
            <v42:ispTtRef>WS_TEST_1</v42:ispTtRef>
            <v42:ispPhoneNr>0584443593</v42:ispPhoneNr>
            <v42:endUser>
               <v42:street>Schorenstrasse</v42:street>
               <v42:houseNr>68e</v42:houseNr>
               <v42:building>1a</v42:building>
               <v42:zip>3000</v42:zip>
               <v42:city>Bern</v42:city>
               <v42:endUserName>EndUserName</v42:endUserName>
               <v42:endUserLogin>REndUserLogin</v42:endUserLogin>
               <v42:endUserPhoneNr>0794140424</v42:endUserPhoneNr>
            </v42:endUser>
            <v42:contactInfo>
               <v42:firstName>Hans</v42:firstName>
               <v42:lastName>Meier</v42:lastName>
               <v42:phoneNr>0313220133</v42:phoneNr>
               <v42:notificationType>2</v42:notificationType>
               <v42:notificationAddress>0786001221</v42:notificationAddress>
            </v42:contactInfo>
            <v42:dnVnNsn>0108542092</v42:dnVnNsn>
            <v42:dnType>13</v42:dnType>
            <v42:bbType>2</v42:bbType>
            <v42:stnrDdi/>
            <v42:problemDescription>any Problem with somewhat reason</v42:problemDescription>
            <v42:problemDateTime>2009-09-01T09:30:47.0+02:00</v42:problemDateTime>
            <v42:lastLoginDateTime>2009-09-01T08:30:47.0+02:00</v42:lastLoginDateTime>
            <v42:comment>any comment</v42:comment>
            <v42:serviceProblem>
               <v42:contrEleId>100</v42:contrEleId>
               <v42:serviceSpeedProfileNr>248</v42:serviceSpeedProfileNr>
               <v42:bbcsEquipment>Equipment</v42:bbcsEquipment>
               <v42:errorCategory>541</v42:errorCategory>
            </v42:serviceProblem>
            <v42:endUserNotificationType>Email</v42:endUserNotificationType>
            <v42:endUserNotificationAddress>WS_TEST_Notif_Addr</v42:endUserNotificationAddress>
            <v42:ispApplicationId>100900</v42:ispApplicationId>
            <v42:ispApplicationEntityId/>
            <v42:measuredIspValues>Measurements ISP</v42:measuredIspValues>
            <v42:saSlaRequested>1</v42:saSlaRequested>
         </v42:request>
      </v42:createTroubleTicket>
   </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/">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:createTroubleTicketResponse xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
         <v42:response correlationId="">
            <v42:success>true</v42:success>
            <v42:operationLogId>432690575</v42:operationLogId>
            <v42:ttIdWsg>2447640</v42:ttIdWsg>
            <v42:ttState>1</v42:ttState>
            <v42:dnType>13</v42:dnType>
            <v42:bbType>2</v42:bbType>
         </v42:response>
      </v42:createTroubleTicketResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

5.5.3 GUI

Access Trouble Ticket Detail

Main | xDSL Info | Response | CPE Info | Billing

Ticket Header

Ticket ID	2447601
Ticket ID Sys	SIM1232447601
Entered	12/07/2017 13:11
Closed	22/03/2010 11:11
Last modified	12/07/2017 13:12 by Pol
TT State	CLOSED
Suspended	No

SLA

Contr Element	Best Effort
SA SLA	Intermediate
SA SLA (Requested)	-
SA SLA (Calculated)	Intermediate
SA SLA Overruled	No

Checklist

Problem Date/Time	01/09/2009 09:30
Last successful login	01/09/2009 08:30
TT Error Category	541 - No Signal

DN Info

DN / VN / NSN	0108542092
DN / VN / NSN (Requested)	0108542092

Current Endpoint

DN Office	64BOL
BB Device Location	BOL
Site	BOL
Site Category	RUS
DSLAM Name	IPC-HIR710-S-DM-11
Dslam Type	CAN
Available Technology Type	VDSL Vectoring

Connection

BBCS connection type	Netservices number
BB Type	VDSL
BB ADSL Emulated	No
Speed Profile Nr	max 2M down / 400k up
Service Profile (Requested)	max 2M down / 400k up
Op Status	Open Pipe Measure
Technology Type	VDSL2
Vectorized	No
Reason of Potential	-

Fiber Info

OTO Id	-
OTO Plug Nr	-
OTO Partner Label	-
BEP Site Category	-

ISP

ISP	777710 Testaccount WSG Team
ISP phone	0584443593
ISP ticket ref.	WS_TEST_1
ISP Application ID	100900
ISP Application Entity ID	-

End User

End User Login	REndUserLogin
End User Name	EndUserName
End User Phone	0794140424
End User Company	-
End User Street/Nr	Schorenstrasse 68e
Building	1a
End User ZIP/City	3000 Bern

Contact Info

Contact Person First Name	Hans
Contact Person Last Name	Meier
Contact Person Phone	0313220133
Contact Notification Type	SMS
Contact Notification EMail/SMS-Nr	im Haus

Site Development

Fully Developed	-
Nr of Utilisation Units	-
Nr of Basic Connectivities	-

Problem description
any Problem with somewhat reason

Comment
any comment

Measured ISP Values
Measurements ISP

5.5.4 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.

5.5.5 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

5.5.6 Trouble Ticket Types and Restrictions

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

5.6 Get Detail

5.6.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:getDetailTroubleTicket>
         <v42:request correlationId="getDetailTroubleTicket">
            <v42:ispId>777710</v42:ispId>
            <v42:ttIdWsg>2447640</v42:ttIdWsg>
         </v42:request>
      </v42:getDetailTroubleTicket>
   </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/">
```

```
   <soapenv:Header/>
   <soapenv:Body>
      <v42:getDetailTroubleTicketResponse xmlns:v42="http://www.swisscom.com/wsg/tt/v42"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
         <v42:response>
            <v42:success>true</v42:success>
            <v42:ticket>
               <v42:ttState>5</v42:ttState>
               <v42:entryDateTime>2019-10-30T09:43:18.000+01:00</v42:entryDateTime>
               <v42:lastModifiedDateTime>2019-10-30T09:43:39.000+01:00</v42:lastModifiedDateTime>
               <v42:lastModifiedUsername>SYSTEM</v42:lastModifiedUsername>
               <v42:problemDescription>any Problem with somewhat reason</v42:problemDescription>
               <v42:progressComment>message 1</v42:progressComment>
               <v42:billingAction>1</v42:billingAction>
               <v42:ttIdWsg>2447640</v42:ttIdWsg>
               <v42:ttIdSys>157242500332000</v42:ttIdSys>
               <v42:ispTtRef>WS_TEST_1</v42:ispTtRef>
               <v42:ispId>777710</v42:ispId>
               <v42:ispName>Testaccount WSG Team</v42:ispName>
               <v42:ispPhoneNr>0584443593</v42:ispPhoneNr>
               <v42:comment>any comment</v42:comment>
               <v42:contrEleId>100</v42:contrEleId>
               <v42:errorCategory>541</v42:errorCategory>
               <v42:problemDateTime>2009-09-01T09:30:00.000+02:00</v42:problemDateTime>
               <v42:endUser>
                  <v42:street>Schorenstrasse</v42:street>
                  <v42:houseNr>68e</v42:houseNr>
                  <v42:building>1a</v42:building>
                  <v42:zip>3000</v42:zip>
                  <v42:city>Bern</v42:city>
                  <v42:endUserName>EndUserName</v42:endUserName>
                  <v42:endUserLogin>REndUserLogin</v42:endUserLogin>
                  <v42:endUserPhoneNr>0794140424</v42:endUserPhoneNr>
               </v42:endUser>
               <v42:contactInfo>
                  <v42:firstName>Hans</v42:firstName>
                  <v42:lastName>Meier</v42:lastName>
                  <v42:phoneNr>0313220133</v42:phoneNr>
                  <v42:language>de</v42:language>
                  <v42:notificationType>2</v42:notificationType>
                  <v42:notificationAddress>0786001221</v42:notificationAddress>
                  <v42:preferredContactType>1</v42:preferredContactType>
               </v42:contactInfo>
               <v42:dnVnNsn>0108542092</v42:dnVnNsn>
               <v42:dnVnNsnReq>0108542092</v42:dnVnNsnReq>
               <v42:dnType>13</v42:dnType>
               <v42:bbType>2</v42:bbType>
               <v42:serviceSpeedProfileNr>248</v42:serviceSpeedProfileNr>
               <v42:serviceSpeedProfileNrReq>248</v42:serviceSpeedProfileNrReq>
               <v42:cableBox>
                  <v42:boardNr>10000</v42:boardNr>
                  <v42:switchingPlaceNr>1</v42:switchingPlaceNr>
                  <v42:contactType>1</v42:contactType>
                  <v42:contactNr>1</v42:contactNr>
               </v42:cableBox>
               <v42:lastLoginDateTime>2009-09-01T08:30:00.000+02:00</v42:lastLoginDateTime>
               <v42:ttSaSla>4</v42:ttSaSla>
               <v42:wsgSaSla>4</v42:wsgSaSla>
               <v42:bbcsEquipment>Equipment</v42:bbcsEquipment>
               <v42:suspended>false</v42:suspended>
               <v42:nrOfWires>2</v42:nrOfWires>
               <v42:ppId>0</v42:ppId>
               <v42:lineMeasurementData>
                  <v42:noiseMarginUp>11.1</v42:noiseMarginUp>
                  <v42:noiseMarginDown>14</v42:noiseMarginDown>
```

```
                    <v42:actualBitrateUp>16504</v42:actualBitrateUp>
                    <v42:actualBitrateDown>55040</v42:actualBitrateDown>
                    <v42:attainableBitrateUp>23728</v42:attainableBitrateUp>
                    <v42:attainableBitrateDown>16.8</v42:attainableBitrateDown>
                    <v42:attenuationDown>14.8</v42:attenuationDown>
                    <v42:nrSpontaneousResyncs>1</v42:nrSpontaneousResyncs>
                    <v42:calculatedLineLength>862</v42:calculatedLineLength>
                    <v42:correctionDbLineLength>872</v42:correctionDbLineLength>
                    <v42:xdslLineState>up</v42:xdslLineState>
                    <v42:lastStatusChange>1970-01-01T01:00:00.000+01:00</v42:lastStatusChange>
                    <v42:icaResult>
                       <v42:analysisDate>2016-03-15T14:46:15.000+01:00</v42:analysisDate>
                       <v42:analysisDate24h>2016-03-10T14:46:15.000+01:00</v42:analysisDate24h>
                       <v42:analysisState>6</v42:analysisState>
                       <v42:analysisType>1</v42:analysisType>
                       <v42:problemDetected>0</v42:problemDetected>
                       <v42:potentialAttainBitrateDown>-1</v42:potentialAttainBitrateDown>
                       <v42:potentialAttainBitrateUp>-1</v42:potentialAttainBitrateUp>
                       <v42:potentialAccessProfileNr>0</v42:potentialAccessProfileNr>
                       <v42:accessSpeedGainDown>-1</v42:accessSpeedGainDown>
                       <v42:accessSpeedGainUp>-1</v42:accessSpeedGainUp>
                       <v42:accessProblemType>0</v42:accessProblemType>
                       <v42:bbrSocketInstalled>false</v42:bbrSocketInstalled>
                       <v42:bbrSocketInstallationDate>1970-01-
01T02:00:00.000+01:00</v42:bbrSocketInstallationDate>
                       <v42:icaProblems>
                          <v42:description>1</v42:description>
                          <v42:descriptionText>BridgeTap</v42:descriptionText>
                          <v42:confidence>90</v42:confidence>
                          <v42:impact>reduced.attainable.rate.us.ds.quantified 6968 1528
kb/s</v42:impact>
                          <v42:impactAttainBitrateDown>0</v42:impactAttainBitrateDown>
                          <v42:impactAttainBitrateUp>0</v42:impactAttainBitrateUp>
                       </v42:icaProblems>
                       <v42:icaProblems>
                          <v42:description>2</v42:description>
                          <v42:descriptionText>Degraded Contact</v42:descriptionText>
                          <v42:confidence>91</v42:confidence>
                          <v42:impact>reduced.attainable.rate.us.ds.quantified 6968 1528
kb/s</v42:impact>
                          <v42:impactAttainBitrateDown>0</v42:impactAttainBitrateDown>
                          <v42:impactAttainBitrateUp>0</v42:impactAttainBitrateUp>
                       </v42:icaProblems>
                    </v42:icaResult>
                 </v42:lineMeasurementData>
                 <v42:opStatus>7</v42:opStatus>
                 <v42:ispApplicationId>100900</v42:ispApplicationId>
                 <v42:bbAdslEmulated>1</v42:bbAdslEmulated>
                 <v42:measuredIspValues>Measurements ISP</v42:measuredIspValues>
                 <v42:workLogList xsi:type="v42:workLogExtendedType">
                    <v42:workLogSummary>OTDR-Measurements-CO</v42:workLogSummary>
                    <v42:workLogNotes>OTDR-Interruption     12345
OTDR-Attenuation  67890</v42:workLogNotes>
                    <v42:workLogDateTime>2019-10-30T09:43:39.000+01:00</v42:workLogDateTime>
                    <v42:createdByBackendSystem>true</v42:createdByBackendSystem>
                 </v42:workLogList>
                 <v42:workLogList xsi:type="v42:workLogExtendedType">
                    <v42:workLogSummary>OTDR-Measurements-CUST</v42:workLogSummary>
                    <v42:workLogNotes>OTDR-Interruption     09876
OTDR-Attenuation  54321</v42:workLogNotes>
                    <v42:workLogDateTime>2019-10-30T09:43:39.000+01:00</v42:workLogDateTime>
                    <v42:createdByBackendSystem>true</v42:createdByBackendSystem>
                 </v42:workLogList>
                 <v42:workLogList xsi:type="v42:workLogExtendedType">
```

```
                  <v42:workLogSummary>3. Summary from Simulator: status=openActivate triggered by
create</v42:workLogSummary>
                  <v42:workLogNotes>3 - This is a Note from the TIBCO Simulator --- (3. Summary
from Simulator: status=openActivate triggered by create) --- WorkLogText 1: $£ä .-{}è!ü¨![]&lt;>
123 ABC öäü --</v42:workLogNotes>
                  <v42:workLogDateTime>2019-10-30T09:43:39.000+01:00</v42:workLogDateTime>
                  <v42:createdByBackendSystem>true</v42:createdByBackendSystem>
               </v42:workLogList>
               <v42:workLogList xsi:type="v42:workLogExtendedType">
                  <v42:workLogSummary>2. Summary from Simulator: status=openActivate triggered by
create</v42:workLogSummary>
                  <v42:workLogNotes>2 - This is a Note from the TIBCO Simulator --- (2. Summary
from Simulator: status=openActivate triggered by create) --- WorkLogText 1: $£ä .-{}è!ü¨![]&lt;>
123 ABC öäü --</v42:workLogNotes>
                  <v42:workLogDateTime>2019-10-30T09:43:39.000+01:00</v42:workLogDateTime>
                  <v42:createdByBackendSystem>true</v42:createdByBackendSystem>
               </v42:workLogList>
               <v42:workLogList xsi:type="v42:workLogExtendedType">
                  <v42:workLogSummary>1. Summary from Simulator: status=openActivate triggered by
create</v42:workLogSummary>
                  <v42:workLogNotes>1 - This is a Note from the TIBCO Simulator --- (1. Summary
from Simulator: status=openActivate triggered by create) --- WorkLogText 1: $£ä .-{}è!ü¨![]&lt;>
123 ABC öäü --</v42:workLogNotes>
                  <v42:workLogDateTime>2019-10-30T09:43:39.000+01:00</v42:workLogDateTime>
                  <v42:createdByBackendSystem>true</v42:createdByBackendSystem>
               </v42:workLogList>
               <v42:historyItem>
                  <v42:ttState>4</v42:ttState>
                  <v42:entryDateTime>2019-10-30T09:43:18.000+01:00</v42:entryDateTime>
                  <v42:lastModifiedDateTime>2019-10-
30T09:43:23.000+01:00</v42:lastModifiedDateTime>
                  <v42:lastModifiedUsername>WSG Backend</v42:lastModifiedUsername>
                  <v42:responseComment>Ticket successfully sent to ITSM (createTT): id=2447640
TicketIdItsm=157242500332000</v42:responseComment>
                  <v42:problemDescription>any Problem with somewhat
reason</v42:problemDescription>
                  <v42:billingAction>1</v42:billingAction>
               </v42:historyItem>
               <v42:historyItem>
                  <v42:ttState>3</v42:ttState>
                  <v42:entryDateTime>2019-10-30T09:43:18.000+01:00</v42:entryDateTime>
                  <v42:lastModifiedDateTime>2019-10-
30T09:43:20.000+01:00</v42:lastModifiedDateTime>
                  <v42:lastModifiedUsername>Batch</v42:lastModifiedUsername>
                  <v42:problemDescription>any Problem with somewhat
reason</v42:problemDescription>
                  <v42:billingAction>1</v42:billingAction>
               </v42:historyItem>
               <v42:historyItem>
                  <v42:ttState>1</v42:ttState>
                  <v42:entryDateTime>2019-10-30T09:43:18.000+01:00</v42:entryDateTime>
                  <v42:lastModifiedDateTime>2019-10-
30T09:43:18.000+01:00</v42:lastModifiedDateTime>
                  <v42:lastModifiedUsername>HP Tester</v42:lastModifiedUsername>
                  <v42:problemDescription>any Problem with somewhat
reason</v42:problemDescription>
                  <v42:billingAction>1</v42:billingAction>
               </v42:historyItem>
               <v42:endPoint>
                  <v42:dnOffice>64BOL</v42:dnOffice>
                  <v42:site>BOL</v42:site>
                  <v42:bbDeviceLocation>BOL</v42:bbDeviceLocation>
                  <v42:siteCategory>6</v42:siteCategory>
                  <v42:availableTechnologyTypes>
                     <v42:technologyType>2</v42:technologyType>
```

```
                </v42:availableTechnologyTypes>
            </v42:endPoint>
            <v42:cpeInfo>
                <v42:cpeName>Motorola 7347-44 POTS rel.7.9</v42:cpeName>
            </v42:cpeInfo>
            <v42:vectorized>false</v42:vectorized>
            <v42:technologyType>1</v42:technologyType>
        </v42:ticket>
    </v42:response>
  </v42:getDetailTroubleTicketResponse>
 </soapenv:Body>
</soapenv:Envelope>
```


5.7 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	*cleared*	Zukünftige Verbesserungen	Ticket reopened by ISP
06. Aug. 2020 09:33:54	SYSTEM	RESOLVED	*cleared*	Zukünftige Verbesserungen	251 - BBCS-Access Swisscom O.K.
06. Aug. 2020 09:33:45	SYSTEM	INWORK	*openActivate.onsite*		-

5.7.1 Request


```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:reopenTroubleTicket>
         <v42:request>
            <v42:ispId>777710</v42:ispId>
            <v42:ttIdWsg>2447640</v42:ttIdWsg>
         </v42:request>
```

```
      </v42:reopenTroubleTicket>
   </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/">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:reopenTroubleTicketResponse xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
         <v42:response>
            <v42:success>true</v42:success>
            <v42:ttIdWsg>2447640</v42:ttIdWsg>
         </v42:response>
      </v42:reopenTroubleTicketResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

5.8 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	*cleared*	Zukünftige Verbesserungen	Ticket closed by ISP
06. Aug. 2020 09:47:38	SYSTEM	RESOLVED	*cleared*	Zukünftige Verbesserungen	251 - BBCS-Access Swisscom O.K.
06. Aug. 2020 09:47:31	SYSTEM	INWORK	*openActivate.onsite*		-

5.8.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:closeTroubleTicket>
         <v42:request>
            <v42:ispId>777710</v42:ispId>
            <v42:ttIdWsg>2447660</v42:ttIdWsg>
```

```
            </v42:request>
         </v42:closeTroubleTicket>
      </soapenv:Body>
   </soapenv:Envelope>
```

5.8.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:closeTroubleTicketResponse xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
         <v42:response>
            <v42:success>true</v42:success>
            <v42:ttIdWsg>2447660</v42:ttIdWsg>
         </v42:response>
      </v42:closeTroubleTicketResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

5.9 AccessProfile modification

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

5.9.1 getValidAccessProfiles

5.9.1.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
   <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>
      <v42:getValidAccessProfilesRequest>
         <v42:request correlationId="getValidAccessProfiles">
            <v42:ispId>777710</v42:ispId>
            <v42:dnVnNsn>0108542092</v42:dnVnNsn>
         </v42:request>
      </v42:getValidAccessProfilesRequest>
   </soapenv:Body>
</soapenv:Envelope>
```

5.9.1.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:getValidAccessProfilesResponse xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
         <v42:response correlationId="getValidAccessProfiles">
            <v42:success>true</v42:success>
```

```
<v42:validAccessProfile>
   <v42:accessSpeedProfileNr>33</v42:accessSpeedProfileNr>
   <v42:psdClass>10</v42:psdClass>
   <v42:interleaveMode>3</v42:interleaveMode>
   <v42:bbType>2</v42:bbType>
   <v42:technologyType>1</v42:technologyType>
</v42:validAccessProfile>
<v42:validAccessProfile>
   <v42:accessSpeedProfileNr>33</v42:accessSpeedProfileNr>
   <v42:psdClass>20</v42:psdClass>
   <v42:interleaveMode>3</v42:interleaveMode>
   <v42:bbType>2</v42:bbType>
   <v42:technologyType>1</v42:technologyType>
</v42:validAccessProfile>
<v42:validAccessProfile>
   <v42:accessSpeedProfileNr>33</v42:accessSpeedProfileNr>
   <v42:psdClass>30</v42:psdClass>
   <v42:interleaveMode>3</v42:interleaveMode>
   <v42:bbType>2</v42:bbType>
   <v42:technologyType>1</v42:technologyType>
</v42:validAccessProfile>
<v42:validAccessProfile>
   <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
   <v42:psdClass>10</v42:psdClass>
   <v42:interleaveMode>2</v42:interleaveMode>
   <v42:bbType>2</v42:bbType>
   <v42:technologyType>1</v42:technologyType>
</v42:validAccessProfile>
<v42:validAccessProfile>
   <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
   <v42:psdClass>20</v42:psdClass>
   <v42:interleaveMode>2</v42:interleaveMode>
   <v42:bbType>2</v42:bbType>
   <v42:technologyType>1</v42:technologyType>
</v42:validAccessProfile>
<v42:validAccessProfile>
   <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
   <v42:psdClass>30</v42:psdClass>
   <v42:interleaveMode>2</v42:interleaveMode>
   <v42:bbType>2</v42:bbType>
   <v42:technologyType>1</v42:technologyType>
</v42:validAccessProfile>
<v42:validAccessProfile>
   <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
   <v42:psdClass>10</v42:psdClass>
   <v42:interleaveMode>3</v42:interleaveMode>
   <v42:bbType>2</v42:bbType>
   <v42:technologyType>1</v42:technologyType>
</v42:validAccessProfile>
<v42:validAccessProfile>
   <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
   <v42:psdClass>20</v42:psdClass>
   <v42:interleaveMode>3</v42:interleaveMode>
   <v42:bbType>2</v42:bbType>
   <v42:technologyType>1</v42:technologyType>
</v42:validAccessProfile>
<v42:validAccessProfile>
   <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
   <v42:psdClass>30</v42:psdClass>
   <v42:interleaveMode>3</v42:interleaveMode>
   <v42:bbType>2</v42:bbType>
   <v42:technologyType>1</v42:technologyType>
</v42:validAccessProfile>
<v42:validAccessProfile>
   <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
```

```
      <v42:psdClass>10</v42:psdClass>
      <v42:interleaveMode>4</v42:interleaveMode>
      <v42:bbType>2</v42:bbType>
      <v42:technologyType>1</v42:technologyType>
   </v42:validAccessProfile>
   <v42:validAccessProfile>
      <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
      <v42:psdClass>20</v42:psdClass>
      <v42:interleaveMode>4</v42:interleaveMode>
      <v42:bbType>2</v42:bbType>
      <v42:technologyType>1</v42:technologyType>
   </v42:validAccessProfile>
   <v42:validAccessProfile>
      <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
      <v42:psdClass>30</v42:psdClass>
      <v42:interleaveMode>4</v42:interleaveMode>
      <v42:bbType>2</v42:bbType>
      <v42:technologyType>1</v42:technologyType>
   </v42:validAccessProfile>
   <v42:validAccessProfile>
      <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
      <v42:psdClass>10</v42:psdClass>
      <v42:interleaveMode>5</v42:interleaveMode>
      <v42:bbType>2</v42:bbType>
      <v42:technologyType>1</v42:technologyType>
   </v42:validAccessProfile>
   <v42:validAccessProfile>
      <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
      <v42:psdClass>20</v42:psdClass>
      <v42:interleaveMode>5</v42:interleaveMode>
      <v42:bbType>2</v42:bbType>
      <v42:technologyType>1</v42:technologyType>
   </v42:validAccessProfile>
   <v42:validAccessProfile>
      <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
      <v42:psdClass>30</v42:psdClass>
      <v42:interleaveMode>5</v42:interleaveMode>
      <v42:bbType>2</v42:bbType>
      <v42:technologyType>1</v42:technologyType>
   </v42:validAccessProfile>
   <v42:validAccessProfile>
      <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
      <v42:psdClass>10</v42:psdClass>
      <v42:interleaveMode>6</v42:interleaveMode>
      <v42:bbType>2</v42:bbType>
      <v42:technologyType>1</v42:technologyType>
   </v42:validAccessProfile>
   <v42:validAccessProfile>
      <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
      <v42:psdClass>20</v42:psdClass>
      <v42:interleaveMode>6</v42:interleaveMode>
      <v42:bbType>2</v42:bbType>
      <v42:technologyType>1</v42:technologyType>
   </v42:validAccessProfile>
   <v42:validAccessProfile>
      <v42:accessSpeedProfileNr>34</v42:accessSpeedProfileNr>
      <v42:psdClass>30</v42:psdClass>
      <v42:interleaveMode>6</v42:interleaveMode>
      <v42:bbType>2</v42:bbType>
      <v42:technologyType>1</v42:technologyType>
   </v42:validAccessProfile>
   <v42:validAccessProfile>
      <v42:accessSpeedProfileNr>158</v42:accessSpeedProfileNr>
      <v42:psdClass>10</v42:psdClass>
      <v42:interleaveMode>2</v42:interleaveMode>
```

```
            <v42:bbType>2</v42:bbType>
            <v42:technologyType>1</v42:technologyType>
         </v42:validAccessProfile>
         <v42:validAccessProfile>
            <v42:accessSpeedProfileNr>158</v42:accessSpeedProfileNr>
            <v42:psdClass>20</v42:psdClass>
            <v42:interleaveMode>2</v42:interleaveMode>
            <v42:bbType>2</v42:bbType>
            <v42:technologyType>1</v42:technologyType>
         </v42:validAccessProfile>
         <v42:validAccessProfile>
            <v42:accessSpeedProfileNr>158</v42:accessSpeedProfileNr>
            <v42:psdClass>30</v42:psdClass>
            <v42:interleaveMode>2</v42:interleaveMode>
            <v42:bbType>2</v42:bbType>
            <v42:technologyType>1</v42:technologyType>
         </v42:validAccessProfile>
         <v42:validAccessProfile>
            <v42:accessSpeedProfileNr>158</v42:accessSpeedProfileNr>
            <v42:psdClass>10</v42:psdClass>
            <v42:interleaveMode>3</v42:interleaveMode>
            <v42:bbType>2</v42:bbType>
            <v42:technologyType>1</v42:technologyType>
         </v42:validAccessProfile>
         <v42:validAccessProfile>
            <v42:accessSpeedProfileNr>158</v42:accessSpeedProfileNr>
            <v42:psdClass>20</v42:psdClass>
            <v42:interleaveMode>3</v42:interleaveMode>
            <v42:bbType>2</v42:bbType>
            <v42:technologyType>1</v42:technologyType>
         </v42:validAccessProfile>
         <v42:validAccessProfile>
            <v42:accessSpeedProfileNr>28</v42:accessSpeedProfileNr>
            <v42:psdClass>30</v42:psdClass>
            <v42:interleaveMode>3</v42:interleaveMode>
            <v42:bbType>2</v42:bbType>
            <v42:technologyType>1</v42:technologyType>
         </v42:validAccessProfile>
         <v42:validAccessProfile>
            <v42:accessSpeedProfileNr>28</v42:accessSpeedProfileNr>
            <v42:psdClass>10</v42:psdClass>
            <v42:interleaveMode>4</v42:interleaveMode>
            <v42:bbType>2</v42:bbType>
            <v42:technologyType>1</v42:technologyType>
         </v42:validAccessProfile>
         <v42:validAccessProfile>
            <v42:accessSpeedProfileNr>28</v42:accessSpeedProfileNr>
            <v42:psdClass>20</v42:psdClass>
            <v42:interleaveMode>4</v42:interleaveMode>
            <v42:bbType>2</v42:bbType>
            <v42:technologyType>1</v42:technologyType>
         </v42:validAccessProfile>
         <v42:validAccessProfile>
            <v42:accessSpeedProfileNr>28</v42:accessSpeedProfileNr>
            <v42:psdClass>30</v42:psdClass>
            <v42:interleaveMode>4</v42:interleaveMode>
            <v42:bbType>2</v42:bbType>
            <v42:technologyType>1</v42:technologyType>
         </v42:validAccessProfile>
      </v42:response>
   </v42:getValidAccessProfilesResponse>
</soapenv:Body>
</soapenv:Envelope>
```

5.9.2 modfiyAccessProfile

5.9.2.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
   <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>
      <v42:modifyAccessProfileRequest>
         <v42:request correlationId="anyCorrelation">
            <v42:ispId>777710</v42:ispId>
            <v42:dnVnNsn>0108542092</v42:dnVnNsn>
            <v42:accessSpeedProfileNr>33</v42:accessSpeedProfileNr>
            <v42:psdClass>20</v42:psdClass>
            <v42:interleaveMode>3</v42:interleaveMode>
            <v42:bbType>2</v42:bbType>
            <v42:technologyType>1</v42:technologyType>
         </v42:request>
      </v42:modifyAccessProfileRequest>
   </soapenv:Body>
</soapenv:Envelope>
```

5.9.2.2 Response

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:modifyAccessProfileResponse xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
         <v42:response correlationId="anyCorrelation">
            <v42:success>true</v42:success>
            <v42:operationLogId>432690597</v42:operationLogId>
            <v42:orderNr>77771020191030000021000000</v42:orderNr>
         </v42:response>
      </v42:modifyAccessProfileResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

5.10 Connectivity Check

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

5.10.1 Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
   <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">
```

```xml
            <wsse:UsernameToken>
               <wsse:Username>theUsername</wsse:Username>
               <wsse:Password>thePassword</wsse:Password>
            </wsse:UsernameToken>
         </wsse:Security>
      </soapenv:Header>
      <soapenv:Body>
         <v42:getConnectivityCheckRequest>
            <v42:request correlationId="anyCorrelation">
               <v42:ispId>777710</v42:ispId>
               <v42:dnVnNsn>0108903487</v42:dnVnNsn>
            </v42:request>
         </v42:getConnectivityCheckRequest>
      </soapenv:Body>
   </soapenv:Envelope>
```


5.10.2 Response


```xml
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/">
   <soapenv:Header/>
   <soapenv:Body>
      <v42:getConnectivityCheckResponse xmlns:v42="http://www.swisscom.com/wsg/tt/v42">
         <v42:response>
            <v42:success>true</v42:success>
            <v42:operationLogId>432689867</v42:operationLogId>
            <v42:ipAddress>255.233.254.254</v42:ipAddress>
            <v42:incSTT>
               <v42:troubleTicketKey>INC000005129081</v42:troubleTicketKey>
               <v42:troubleTicketState>deferred</v42:troubleTicketState>
               <v42:resolutionCategorizationTier1/>
               <v42:zip>8805</v42:zip>
               <v42:city>ZH</v42:city>
            </v42:incSTT>
            <v42:incMT>
               <v42:changeRequestId>CRQ000000988122</v42:changeRequestId>
               <v42:resources>
                  <v42:ncObjectId>9151129342413558321</v42:ncObjectId>
                  <v42:name>ipd-rm5j740-s-ph-01</v42:name>
               </v42:resources>
               <v42:maintenanceStatus>Scheduled</v42:maintenanceStatus>
               <v42:startDateTime>2019-02-08T10:00:00.000+01:00</v42:startDateTime>
               <v42:endDateTime>2019-02-08T17:00:00.000+01:00</v42:endDateTime>
            </v42:incMT>
            <v42:incMT>
               <v42:changeRequestId>10001749881</v42:changeRequestId>
               <v42:resources>
                  <v42:ncObjectId>9149125435413461182</v42:ncObjectId>
                  <v42:name>ipd-ric740-s-hh-14</v42:name>
               </v42:resources>
               <v42:resources>
                  <v42:ncObjectId>9149125435413461179</v42:ncObjectId>
                  <v42:name>ipd-ric740-s-hh-14</v42:name>
               </v42:resources>
               <v42:maintenanceStatus>Scheduled</v42:maintenanceStatus>
               <v42:startDateTime>2019-03-01T02:00:00.000+01:00</v42:startDateTime>
               <v42:endDateTime>2019-03-01T06:00:00.000+01:00</v42:endDateTime>
            </v42:incMT>
            <v42:vitality>
               <v42:value>100</v42:value>
               <v42:confidence>100</v42:confidence>
            </v42:vitality>
         </v42:response>
      </v42: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

Back Refresh

Number Of Entries: 30

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

	Notification ID	ISP ID	Object	Object Type	Initiator	Activator	Object State	Object Step	Event	Transaction Date/Time
Detail	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

Back Refresh

Number Of Entries: 30

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

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

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

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>
      <v23:getNotification xmlns:v23="http://www.swisscom.com/wsg/notification/v23">
         <v23:request>
            <v23:ispId>777710</v23:ispId>
            <v23:object>1</v23:object>
            <v23:notificationIdFrom>137743972</v23:notificationIdFrom>
         </v23:request>
      </v23: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>
      <v23:getNotificationResponse xmlns:v23="http://www.swisscom.com/wsg/notification/v23">
         <v23:response>
            <v23:success>true</v23:success>
            <v23:limitReached>false</v23:limitReached>
            <v23:notification>
               <v23:notificationId>137744007</v23:notificationId>
               <v23:notificationDateTime>2017-05-22T10:32:50.426+02:00</v23:notificationDateTime>
               <v23:notificationEvent>1</v23:notificationEvent>
               <v23:object>1</v23:object>
               <v23:objectType>1</v23:objectType>
               <v23:initiator>1</v23:initiator>
               <v23:activator>1</v23:activator>
               <v23:objectState>1</v23:objectState>
               <v23:bbcsOrder>
                  <v23:orderNr>777710201705220000320000000</v23:orderNr>
                  <v23:dnVnNsn>0108728519</v23:dnVnNsn>
                  <v23:extRef>Regression WS</v23:extRef>
                  <v23:contrEleId>120</v23:contrEleId>
                  <v23:orderType>1</v23:orderType>
                  <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                  <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
                  <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
                  <v23:bbType>2</v23:bbType>
                  <v23:opStatus>2</v23:opStatus>
                  <v23:customerOrderNr>777710201705220000330000000</v23:customerOrderNr>
                  <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
               </v23:bbcsOrder>
            </v23:notification>
            <v23:notification>
               <v23:notificationId>137744008</v23:notificationId>
```

```
                <v23:notificationDateTime>2017-05-22T10:32:51.663+02:00</v23:notificationDateTime>
                <v23:notificationEvent>1</v23:notificationEvent>
                <v23:object>1</v23:object>
                <v23:objectType>13</v23:objectType>
                <v23:initiator>1</v23:initiator>
                <v23:activator>1</v23:activator>
                <v23:objectState>1</v23:objectState>
                <v23:bbcsOrder>
                   <v23:orderNr>777710201705220000034000000</v23:orderNr>
                   <v23:dnVnNsn>0108728519</v23:dnVnNsn>
                   <v23:extRef>Regression SrvAdd Internet</v23:extRef>
                   <v23:contrEleId>100</v23:contrEleId>
                   <v23:orderType>13</v23:orderType>
                   <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                   <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
                   <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
                   <v23:customerOrderNr>777710201705220000033000000</v23:customerOrderNr>
                   <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                   <v23:speedProfileNr>203</v23:speedProfileNr>
                </v23:bbcsOrder>
             </v23:notification>
             <v23:notification>
                <v23:notificationId>137744009</v23:notificationId>
                <v23:notificationDateTime>2017-05-22T10:34:43.723+02:00</v23:notificationDateTime>
                <v23:notificationEvent>1</v23:notificationEvent>
                <v23:object>1</v23:object>
                <v23:objectType>1</v23:objectType>
                <v23:initiator>1</v23:initiator>
                <v23:activator>1</v23:activator>
                <v23:objectState>1</v23:objectState>
                <v23:bbcsOrder>
                   <v23:orderNr>777710201705220000032000000</v23:orderNr>
                   <v23:dnVnNsn>0108728519</v23:dnVnNsn>
                   <v23:extRef>Regression WS</v23:extRef>
                   <v23:contrEleId>120</v23:contrEleId>
                   <v23:orderType>1</v23:orderType>
                   <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                   <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
                   <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
                   <v23:bbType>2</v23:bbType>
                   <v23:dnType>13</v23:dnType>
                   <v23:opStatus>2</v23:opStatus>
                   <v23:customerOrderNr>777710201705220000033000000</v23:customerOrderNr>
                   <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                   <v23:psdClass>20</v23:psdClass>
                </v23:bbcsOrder>
             </v23:notification>
             <v23:notification>
                <v23:notificationId>137744010</v23:notificationId>
                <v23:notificationDateTime>2017-05-22T10:36:06.367+02:00</v23:notificationDateTime>
                <v23:notificationEvent>2</v23:notificationEvent>
                <v23:object>1</v23:object>
                <v23:objectType>1</v23:objectType>
                <v23:initiator>1</v23:initiator>
                <v23:activator>1</v23:activator>
                <v23:objectState>4</v23:objectState>
                <v23:bbcsOrder>
                   <v23:orderNr>777710201705220000032000000</v23:orderNr>
                   <v23:dnVnNsn>0108728519</v23:dnVnNsn>
                   <v23:speedProfileNrAccess>170</v23:speedProfileNrAccess>
                   <v23:extRef>Regression WS</v23:extRef>
```

```
                  <v23:contrEleId>120</v23:contrEleId>
                  <v23:orderType>1</v23:orderType>
                  <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                  <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
                  <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
                  <v23:bbType>2</v23:bbType>
                  <v23:dnType>13</v23:dnType>
                  <v23:poolType>pool2</v23:poolType>
                  <v23:interleaveMode>2</v23:interleaveMode>
                  <v23:opStatus>7</v23:opStatus>
                  <v23:customerOrderNr>777710201705220000330000000</v23:customerOrderNr>
                  <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                  <v23:psdClass>20</v23:psdClass>
               </v23:bbcsOrder>
            </v23:notification>
            <v23:notification>
               <v23:notificationId>137744011</v23:notificationId>
               <v23:notificationDateTime>2017-05-22T10:36:06.514+02:00</v23:notificationDateTime>
               <v23:notificationEvent>2</v23:notificationEvent>
               <v23:object>1</v23:object>
               <v23:objectType>1</v23:objectType>
               <v23:initiator>1</v23:initiator>
               <v23:activator>1</v23:activator>
               <v23:objectState>5</v23:objectState>
               <v23:bbcsOrder>
                  <v23:orderNr>777710201705220000320000000</v23:orderNr>
                  <v23:dnVnNsn>0108728519</v23:dnVnNsn>
                  <v23:speedProfileNrAccess>170</v23:speedProfileNrAccess>
                  <v23:extRef>Regression WS</v23:extRef>
                  <v23:contrEleId>120</v23:contrEleId>
                  <v23:orderType>1</v23:orderType>
                  <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                  <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
                  <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
                  <v23:bbType>2</v23:bbType>
                  <v23:dnType>13</v23:dnType>
                  <v23:poolType>pool2</v23:poolType>
                  <v23:interleaveMode>2</v23:interleaveMode>
                  <v23:opStatus>7</v23:opStatus>
                  <v23:customerOrderNr>777710201705220000330000000</v23:customerOrderNr>
                  <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                  <v23:psdClass>20</v23:psdClass>
               </v23:bbcsOrder>
            </v23:notification>
            <v23:notification>
               <v23:notificationId>137744012</v23:notificationId>
               <v23:notificationDateTime>2017-05-22T10:37:13.285+02:00</v23:notificationDateTime>
               <v23:notificationEvent>1</v23:notificationEvent>
               <v23:object>1</v23:object>
               <v23:objectType>2</v23:objectType>
               <v23:initiator>1</v23:initiator>
               <v23:activator>1</v23:activator>
               <v23:objectState>1</v23:objectState>
               <v23:bbcsOrder>
                  <v23:orderNr>777710201705220000360000000</v23:orderNr>
                  <v23:dnVnNsn>0719875577</v23:dnVnNsn>
                  <v23:extRef>extRef RegressionWs modify Type</v23:extRef>
                  <v23:contrEleId>110</v23:contrEleId>
                  <v23:orderType>2</v23:orderType>
                  <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
```

```
                  <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
                  <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
                  <v23:bbType>2</v23:bbType>
                  <v23:customerOrderNr>77771020170522000037000000</v23:customerOrderNr>
                  <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
               </v23:bbcsOrder>
            </v23:notification>
            <v23:notification>
               <v23:notificationId>137744013</v23:notificationId>
               <v23:notificationDateTime>2017-05-22T10:38:49.073+02:00</v23:notificationDateTime>
               <v23:notificationEvent>1</v23:notificationEvent>
               <v23:object>1</v23:object>
               <v23:objectType>2</v23:objectType>
               <v23:initiator>1</v23:initiator>
               <v23:activator>1</v23:activator>
               <v23:objectState>1</v23:objectState>
               <v23:bbcsOrder>
                  <v23:orderNr>77771020170522000036000000</v23:orderNr>
                  <v23:dnVnNsn>0719875577</v23:dnVnNsn>
                  <v23:extRef>extRef RegressionWs modify Type</v23:extRef>
                  <v23:contrEleId>110</v23:contrEleId>
                  <v23:orderType>2</v23:orderType>
                  <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                  <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
                  <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
                  <v23:bbType>2</v23:bbType>
                  <v23:dnType>1</v23:dnType>
                  <v23:opStatus>2</v23:opStatus>
                  <v23:customerOrderNr>77771020170522000037000000</v23:customerOrderNr>
                  <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
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                   <v23:bbType>2</v23:bbType>
                   <v23:dnType>13</v23:dnType>
                   <v23:interleaveMode>2</v23:interleaveMode>
                   <v23:opStatus>2</v23:opStatus>
                   <v23:customerOrderNr>777710201705220000033000000</v23:customerOrderNr>
                   <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                   <v23:speedProfileNr>203</v23:speedProfileNr>
                   <v23:effectiveSpeed>
                      <v23:up>500</v23:up>
                      <v23:down>5000</v23:down>
                   </v23:effectiveSpeed>
                   <v23:psdClass>20</v23:psdClass>
                   <v23:networkType>3</v23:networkType>
                </v23:bbcsOrder>
             </v23:notification>
             <v23:notification>
                <v23:notificationId>137744035</v23:notificationId>
                <v23:notificationDateTime>2017-05-22T10:53:26.954+02:00</v23:notificationDateTime>
                <v23:notificationEvent>1</v23:notificationEvent>
                <v23:object>1</v23:object>
                <v23:objectType>13</v23:objectType>
                <v23:initiator>1</v23:initiator>
                <v23:activator>1</v23:activator>
                <v23:objectState>6</v23:objectState>
                <v23:bbcsOrder>
                   <v23:orderNr>777710201705220000034000000</v23:orderNr>
                   <v23:dnVnNsn>0108728519</v23:dnVnNsn>
                   <v23:speedProfileNrAccess>59</v23:speedProfileNrAccess>
                   <v23:extRef>Regression SrvAdd Internet</v23:extRef>
                   <v23:reasonComment>Point of no return; PONR Point of no
return</v23:reasonComment>
                   <v23:contrEleId>100</v23:contrEleId>
                   <v23:orderType>13</v23:orderType>
                   <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                   <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
                   <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
                   <v23:bbType>2</v23:bbType>
                   <v23:dnType>13</v23:dnType>
                   <v23:interleaveMode>2</v23:interleaveMode>
                   <v23:opStatus>2</v23:opStatus>
                   <v23:customerOrderNr>777710201705220000033000000</v23:customerOrderNr>
                   <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                   <v23:speedProfileNr>203</v23:speedProfileNr>
                   <v23:effectiveSpeed>
                      <v23:up>500</v23:up>
```

```
                  <v23:down>5000</v23:down>
               </v23:effectiveSpeed>
               <v23:psdClass>20</v23:psdClass>
               <v23:networkType>3</v23:networkType>
            </v23:bbcsOrder>
         </v23:notification>
         <v23:notification>
            <v23:notificationId>137744036</v23:notificationId>
            <v23:notificationDateTime>2017-05-22T10:53:27.870+02:00</v23:notificationDateTime>
            <v23:notificationEvent>2</v23:notificationEvent>
            <v23:object>1</v23:object>
            <v23:objectType>13</v23:objectType>
            <v23:initiator>1</v23:initiator>
            <v23:activator>1</v23:activator>
            <v23:objectState>7</v23:objectState>
            <v23:bbcsOrder>
               <v23:orderNr>777710201705220000340000000</v23:orderNr>
               <v23:dnVnNsn>0108728519</v23:dnVnNsn>
               <v23:speedProfileNrAccess>59</v23:speedProfileNrAccess>
               <v23:extRef>Regression SrvAdd Internet</v23:extRef>
               <v23:reasonComment>Point of no return; PONR Point of no
return</v23:reasonComment>
               <v23:contrEleId>100</v23:contrEleId>
               <v23:orderType>13</v23:orderType>
               <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
               <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
               <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
               <v23:bbType>2</v23:bbType>
               <v23:dnType>13</v23:dnType>
               <v23:interleaveMode>2</v23:interleaveMode>
               <v23:opStatus>2</v23:opStatus>
               <v23:customerOrderNr>777710201705220000330000000</v23:customerOrderNr>
               <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
               <v23:speedProfileNr>203</v23:speedProfileNr>
               <v23:effectiveSpeed>
                  <v23:up>500</v23:up>
                  <v23:down>5000</v23:down>
               </v23:effectiveSpeed>
               <v23:psdClass>20</v23:psdClass>
               <v23:networkType>3</v23:networkType>
            </v23:bbcsOrder>
         </v23:notification>
         <v23:notification>
            <v23:notificationId>137744037</v23:notificationId>
            <v23:notificationDateTime>2017-05-22T10:53:29.578+02:00</v23:notificationDateTime>
            <v23:notificationEvent>2</v23:notificationEvent>
            <v23:object>1</v23:object>
            <v23:objectType>13</v23:objectType>
            <v23:initiator>1</v23:initiator>
            <v23:activator>1</v23:activator>
            <v23:objectState>7</v23:objectState>
            <v23:bbcsOrder>
               <v23:orderNr>777710201705220000340000000</v23:orderNr>
               <v23:dnVnNsn>0108728519</v23:dnVnNsn>
               <v23:speedProfileNrAccess>59</v23:speedProfileNrAccess>
               <v23:extRef>Regression SrvAdd Internet</v23:extRef>
               <v23:reasonComment>Point of no return; PONR Point of no
return</v23:reasonComment>
               <v23:contrEleId>100</v23:contrEleId>
               <v23:orderType>13</v23:orderType>
               <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
               <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
```

```
                <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
                <v23:bbType>2</v23:bbType>
                <v23:dnType>13</v23:dnType>
                <v23:interleaveMode>2</v23:interleaveMode>
                <v23:opStatus>2</v23:opStatus>
                <v23:customerOrderNr>777710201705220000330000000</v23:customerOrderNr>
                <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                <v23:speedProfileNr>203</v23:speedProfileNr>
                <v23:effectiveSpeed>
                   <v23:up>500</v23:up>
                   <v23:down>5000</v23:down>
                </v23:effectiveSpeed>
                <v23:psdClass>20</v23:psdClass>
                <v23:networkType>3</v23:networkType>
             </v23:bbcsOrder>
          </v23:notification>
          <v23:notification>
             <v23:notificationId>137744038</v23:notificationId>
             <v23:notificationDateTime>2017-05-22T10:53:56.311+02:00</v23:notificationDateTime>
             <v23:notificationEvent>2</v23:notificationEvent>
             <v23:object>1</v23:object>
             <v23:objectType>13</v23:objectType>
             <v23:initiator>1</v23:initiator>
             <v23:activator>1</v23:activator>
             <v23:objectState>13</v23:objectState>
             <v23:bbcsOrder>
                <v23:orderNr>777710201705220000340000000</v23:orderNr>
                <v23:dnVnNsn>0108728519</v23:dnVnNsn>
                <v23:speedProfileNrAccess>59</v23:speedProfileNrAccess>
                <v23:extRef>Regression SrvAdd Internet</v23:extRef>
                <v23:contrEleId>100</v23:contrEleId>
                <v23:orderType>13</v23:orderType>
                <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                <v23:estimatedDueDateStart>2017-05-
22T11:00:00.000+02:00</v23:estimatedDueDateStart>
                <v23:estimatedDueDateEnd>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateEnd>
                <v23:bbType>2</v23:bbType>
                <v23:dnType>13</v23:dnType>
                <v23:interleaveMode>2</v23:interleaveMode>
                <v23:opStatus>2</v23:opStatus>
                <v23:customerOrderNr>777710201705220000330000000</v23:customerOrderNr>
                <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                <v23:speedProfileNr>203</v23:speedProfileNr>
                <v23:psdClass>20</v23:psdClass>
                <v23:networkType>3</v23:networkType>
             </v23:bbcsOrder>
          </v23:notification>
          <v23:notification>
             <v23:notificationId>137744039</v23:notificationId>
             <v23:notificationDateTime>2017-05-22T11:34:16.012+02:00</v23:notificationDateTime>
             <v23:notificationEvent>1</v23:notificationEvent>
             <v23:object>1</v23:object>
             <v23:objectType>2</v23:objectType>
             <v23:initiator>1</v23:initiator>
             <v23:activator>1</v23:activator>
             <v23:objectState>1</v23:objectState>
             <v23:bbcsOrder>
                <v23:orderNr>777710201705220000460000000</v23:orderNr>
                <v23:dnVnNsn>0719875577</v23:dnVnNsn>
                <v23:extRef>extRef RegressionWs modify Type</v23:extRef>
                <v23:contrEleId>110</v23:contrEleId>
                <v23:orderType>2</v23:orderType>
                <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
```

```
                  <v23:estimatedDueDateStart>2017-05-
22T12:00:00.000+02:00</v23:estimatedDueDateStart>
                  <v23:estimatedDueDateEnd>2017-05-
22T14:00:00.000+02:00</v23:estimatedDueDateEnd>
                  <v23:bbType>2</v23:bbType>
                  <v23:customerOrderNr>77771020170522000047000000</v23:customerOrderNr>
                  <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
               </v23:bbcsOrder>
            </v23:notification>
            <v23:notification>
               <v23:notificationId>137744040</v23:notificationId>
               <v23:notificationDateTime>2017-05-22T11:36:13.604+02:00</v23:notificationDateTime>
               <v23:notificationEvent>1</v23:notificationEvent>
               <v23:object>1</v23:object>
               <v23:objectType>2</v23:objectType>
               <v23:initiator>1</v23:initiator>
               <v23:activator>1</v23:activator>
               <v23:objectState>1</v23:objectState>
               <v23:bbcsOrder>
                  <v23:orderNr>77771020170522000046000000</v23:orderNr>
                  <v23:dnVnNsn>0719875577</v23:dnVnNsn>
                  <v23:extRef>extRef RegressionWs modify Type</v23:extRef>
                  <v23:contrEleId>110</v23:contrEleId>
                  <v23:orderType>2</v23:orderType>
                  <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                  <v23:estimatedDueDateStart>2017-05-
22T12:00:00.000+02:00</v23:estimatedDueDateStart>
                  <v23:estimatedDueDateEnd>2017-05-
22T14:00:00.000+02:00</v23:estimatedDueDateEnd>
                  <v23:bbType>2</v23:bbType>
                  <v23:dnType>1</v23:dnType>
                  <v23:opStatus>2</v23:opStatus>
                  <v23:customerOrderNr>77771020170522000047000000</v23:customerOrderNr>
                  <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                  <v23:psdClass>20</v23:psdClass>
               </v23:bbcsOrder>
            </v23:notification>
            <v23:notification>
               <v23:notificationId>137744041</v23:notificationId>
               <v23:notificationDateTime>2017-05-22T12:17:29.135+02:00</v23:notificationDateTime>
               <v23:notificationEvent>1</v23:notificationEvent>
               <v23:object>1</v23:object>
               <v23:objectType>2</v23:objectType>
               <v23:initiator>1</v23:initiator>
               <v23:activator>1</v23:activator>
               <v23:objectState>1</v23:objectState>
               <v23:bbcsOrder>
                  <v23:orderNr>77771020170522000048000000</v23:orderNr>
                  <v23:dnVnNsn>0719875577</v23:dnVnNsn>
                  <v23:extRef>extRef RegressionWs modify Type</v23:extRef>
                  <v23:contrEleId>110</v23:contrEleId>
                  <v23:orderType>2</v23:orderType>
                  <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                  <v23:estimatedDueDateStart>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateStart>
                  <v23:estimatedDueDateEnd>2017-05-
22T15:00:00.000+02:00</v23:estimatedDueDateEnd>
                  <v23:bbType>2</v23:bbType>
                  <v23:customerOrderNr>77771020170522000049000000</v23:customerOrderNr>
                  <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
               </v23:bbcsOrder>
            </v23:notification>
            <v23:notification>
               <v23:notificationId>137744042</v23:notificationId>
               <v23:notificationDateTime>2017-05-22T12:17:29.787+02:00</v23:notificationDateTime>
```

```
                <v23:notificationEvent>1</v23:notificationEvent>
                <v23:object>1</v23:object>
                <v23:objectType>13</v23:objectType>
                <v23:initiator>1</v23:initiator>
                <v23:activator>1</v23:activator>
                <v23:objectState>1</v23:objectState>
                <v23:bbcsOrder>
                   <v23:orderNr>777710201705220000500000000</v23:orderNr>
                   <v23:dnVnNsn>0719875577</v23:dnVnNsn>
                   <v23:extRef>extRef RegressionSrvTst</v23:extRef>
                   <v23:contrEleId>9</v23:contrEleId>
                   <v23:orderType>13</v23:orderType>
                   <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                   <v23:estimatedDueDateStart>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateStart>
                   <v23:estimatedDueDateEnd>2017-05-
22T15:00:00.000+02:00</v23:estimatedDueDateEnd>
                   <v23:customerOrderNr>777710201705220000490000000</v23:customerOrderNr>
                   <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                   <v23:speedProfileNr>0</v23:speedProfileNr>
                </v23:bbcsOrder>
             </v23:notification>
             <v23:notification>
                <v23:notificationId>137744043</v23:notificationId>
                <v23:notificationDateTime>2017-05-22T12:19:16.747+02:00</v23:notificationDateTime>
                <v23:notificationEvent>1</v23:notificationEvent>
                <v23:object>1</v23:object>
                <v23:objectType>2</v23:objectType>
                <v23:initiator>1</v23:initiator>
                <v23:activator>1</v23:activator>
                <v23:objectState>1</v23:objectState>
                <v23:bbcsOrder>
                   <v23:orderNr>777710201705220000480000000</v23:orderNr>
                   <v23:dnVnNsn>0719875577</v23:dnVnNsn>
                   <v23:extRef>extRef RegressionWs modify Type</v23:extRef>
                   <v23:contrEleId>110</v23:contrEleId>
                   <v23:orderType>2</v23:orderType>
                   <v23:customerWishDate>2017-05-22+02:00</v23:customerWishDate>
                   <v23:estimatedDueDateStart>2017-05-
22T13:00:00.000+02:00</v23:estimatedDueDateStart>
                   <v23:estimatedDueDateEnd>2017-05-
22T15:00:00.000+02:00</v23:estimatedDueDateEnd>
                   <v23:bbType>2</v23:bbType>
                   <v23:dnType>1</v23:dnType>
                   <v23:opStatus>2</v23:opStatus>
                   <v23:customerOrderNr>777710201705220000490000000</v23:customerOrderNr>
                   <v23:accessSpeedChanged>1</v23:accessSpeedChanged>
                   <v23:psdClass>20</v23:psdClass>
                </v23:bbcsOrder>
             </v23:notification>
          </v23:response>
       </v23: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>
```


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>
      <v23:getNotification xmlns:v23="http://www.swisscom.com/wsg/notification/v23">
         <v23:request>
            <v23:ispId>777710</v23:ispId>
            <v23:object>3</v23:object>
            <v23:notificationIdFrom>137743972</v23:notificationIdFrom>
         </v23:request>
      </v23: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>
      <v23:getNotificationResponse xmlns:v23="http://www.swisscom.com/wsg/notification/v23">
         <v23:response>
            <v23:success>true</v23:success>
            <v23:limitReached>false</v23:limitReached>
            <v23:notification>
               <v23:notificationId>137744131</v23:notificationId>
               <v23:notificationDateTime>2017-07-12T13:26:16.000+02:00</v23:notificationDateTime>
               <v23:notificationEvent>1</v23:notificationEvent>
               <v23:object>3</v23:object>
               <v23:initiator>1</v23:initiator>
               <v23:activator>1</v23:activator>
               <v23:objectState>1</v23:objectState>
               <v23:ispApplicationId>100900</v23:ispApplicationId>
               <v23:bbcsAccessTt>
                  <v23:ttIdWsg>2447602</v23:ttIdWsg>
                  <v23:dnVnNsn>0108542092</v23:dnVnNsn>
                  <v23:extRef>WS_TEST_1</v23:extRef>
                  <v23:saSlaRequested>1</v23:saSlaRequested>
                  <v23:speedProfileNr>248</v23:speedProfileNr>
               </v23:bbcsAccessTt>
            </v23:notification>
            <v23:notification>
```

```
      <v23:notificationId>137744132</v23:notificationId>
      <v23:notificationDateTime>2017-07-12T13:26:16.000+02:00</v23:notificationDateTime>
      <v23:notificationEvent>1</v23:notificationEvent>
      <v23:object>3</v23:object>
      <v23:initiator>1</v23:initiator>
      <v23:activator>1</v23:activator>
      <v23:objectState>3</v23:objectState>
      <v23:ispApplicationId>100900</v23:ispApplicationId>
      <v23:bbcsAccessTt>
         <v23:ttIdWsg>2447602</v23:ttIdWsg>
         <v23:dnVnNsn>0108542092</v23:dnVnNsn>
         <v23:extRef>WS_TEST_1</v23:extRef>
         <v23:saSla>4</v23:saSla>
         <v23:speedProfileNr>248</v23:speedProfileNr>
         <v23:effectiveSpeed>
            <v23:up>400</v23:up>
            <v23:down>2000</v23:down>
         </v23:effectiveSpeed>
      </v23:bbcsAccessTt>
   </v23:notification>
   <v23:notification>
      <v23:notificationId>137744133</v23:notificationId>
      <v23:notificationDateTime>2017-07-12T13:26:18.000+02:00</v23:notificationDateTime>
      <v23:notificationEvent>1</v23:notificationEvent>
      <v23:object>3</v23:object>
      <v23:initiator>1</v23:initiator>
      <v23:activator>1</v23:activator>
      <v23:objectState>4</v23:objectState>
      <v23:ispApplicationId>100900</v23:ispApplicationId>
      <v23:bbcsAccessTt>
         <v23:ttIdWsg>2447602</v23:ttIdWsg>
         <v23:dnVnNsn>0108542092</v23:dnVnNsn>
         <v23:extRef>WS_TEST_1</v23:extRef>
         <v23:saSla>4</v23:saSla>
         <v23:speedProfileNr>248</v23:speedProfileNr>
         <v23:effectiveSpeed>
            <v23:up>400</v23:up>
            <v23:down>2000</v23:down>
         </v23:effectiveSpeed>
      </v23:bbcsAccessTt>
   </v23:notification>
   <v23:notification>
      <v23:notificationId>137744134</v23:notificationId>
      <v23:notificationDateTime>2017-07-12T13:26:18.000+02:00</v23:notificationDateTime>
      <v23:notificationEvent>1</v23:notificationEvent>
      <v23:object>3</v23:object>
      <v23:initiator>1</v23:initiator>
      <v23:activator>1</v23:activator>
      <v23:objectState>4</v23:objectState>
      <v23:ispApplicationId>100900</v23:ispApplicationId>
      <v23:bbcsAccessTt>
         <v23:ttIdWsg>2447602</v23:ttIdWsg>
         <v23:dnVnNsn>0108542092</v23:dnVnNsn>
         <v23:extRef>WS_TEST_1</v23:extRef>
         <v23:responseComment>Sent to TT system</v23:responseComment>
         <v23:saSla>4</v23:saSla>
         <v23:speedProfileNr>248</v23:speedProfileNr>
         <v23:effectiveSpeed>
            <v23:up>400</v23:up>
            <v23:down>2000</v23:down>
         </v23:effectiveSpeed>
      </v23:bbcsAccessTt>
   </v23:notification>
   <v23:notification>
      <v23:notificationId>137744135</v23:notificationId>
```

```
      <v23:notificationDateTime>2017-07-12T13:26:23.000+02:00</v23:notificationDateTime>
      <v23:notificationEvent>1</v23:notificationEvent>
      <v23:object>3</v23:object>
      <v23:initiator>1</v23:initiator>
      <v23:activator>1</v23:activator>
      <v23:objectState>4</v23:objectState>
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         <v23:speedProfileNr>248</v23:speedProfileNr>
         <v23:effectiveSpeed>
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         </v23:effectiveSpeed>
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   </v23:notification>
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      <v23:bbcsAccessTt>
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         <v23:extRef>WS_TEST_1</v23:extRef>
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         <v23:speedProfileNr>248</v23:speedProfileNr>
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         <v23:extRef>WS_TEST_1</v23:extRef>
         <v23:progressCommentCode>60</v23:progressCommentCode>
         <v23:responseComment>dispatching</v23:responseComment>
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         <v23:speedProfileNr>248</v23:speedProfileNr>
         <v23:effectiveSpeed>
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   <v23:initiator>1</v23:initiator>
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      <v23:progressCommentCode>58</v23:progressCommentCode>
      <v23:responseComment>done</v23:responseComment>
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   <v23:object>3</v23:object>
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   <v23:bbcsAccessTt>
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      <v23:extRef>WS_TEST_1</v23:extRef>
      <v23:responseCommentCode>207</v23:responseCommentCode>
      <v23:responseComment>IP-Access Swisscom O.K.</v23:responseComment>
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```

```
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                  </v23:effectiveSpeed>
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        </soapenv:Body>
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