



Activity Codes

This document details the LOLIG Activity Codes for Authentication and Authorisation.

Issue 1, 30 June 2010

Activity Codes

© Copyright 2007, Telstra Corporation Limited.® Registered trademark of Telstra Corporation Limited.

TM Trademark of Telstra Corporation. Telstra Corporation Limited ABN 33 051 775 556

TABLE OF CONTENTS

PURPOSE.....	4
1 Account Creation Failure.....	4
2 Acknowledgment Received.....	4
3-4 Activity Rejected.....	4
5 Address Detail Validation.....	4
6 Appointment Update.....	4
7 Associated Request Item Error.....	4
8-9 Associated Service.....	4
10 B2B Check Securitel.....	5
11-12 B2B Product Request notification.....	5
13 B2B Service Qualification notification.....	5
14 B2B Service Qualification Request notification.....	5
15 B2B SQ Assessment Completed.....	5
16 B2B Unable to Complete Service.....	5
17 B2B Unable to Process Request.....	6
18 Check Customisation Details.....	6
19-20 Check Priority Assistance.....	6
21 CRD not in lead time boundaries.....	6
22 Customer Requires New Account.....	6
23-24 Customisation details for product validation.....	6
25 From Time must be greater than System Time.....	6
26 From Time Required with To Time.....	6
27 Identified Account Details copied to Request Item.....	7
28-37 Inplace Service Selection.....	7
38 Invalid Action for Work Type.....	8
39 Invalid Advice for Prime Service.....	8
40 Invalid Advice for Priority Assistance.....	8
41 Invalid Advice for Warned Product.....	8
42 Invalid Offering for Work Type.....	8
43 Invalid Service Number Format.....	8
44 Miscellaneous Products Validation.....	8
45-46 Modification Received.....	9
47 New Request Created.....	9
48 No Advice for Associated Service.....	9
49 No Advice for Prime Service.....	9

TELSTRA WHOLESALE

50	No Advice for Priority Assistance.....	10
51	No Advice for Related Service.....	10
52	No Advice for Warned Product	10
53-54	Number Reservation.....	10
55	Number Reservation Exchange.....	10
56	Number Reservation Technology	10
57	Offering - Attribute not found	10
58	Offering Inventory Alteration Validation.....	10
59	Order details manually entered into LOLO.....	11
60	Order Item Complete.....	11
61	Order Item Withdrawn	11
62-63	Order Lodgement	11
64	Order Status Update	11
65-68	Point of Presence Validation	11
69-70	Prime Service Selected.....	12
71	Prime Service Validation	12
72-73	Product Availability Check	12
74-83	Product Compatibility Check.....	13
84-87	Product to Product Action Compatibility Check	15
88	Reject Overdue	15
89-90	Related Service	15
91	Request Item Status Change	15
92	Request Item Withdrawn	15
93-94	Request Submission	16
95	Service Number not found	16
96-113	Service Qualification	16
114	Service Qualification – DSL ownership.....	28
115	Service Qualification Cable Details	28
116-117	Service Rejected	28
118	Setting Alteration Validation	29
119	To Time Not Greater Than From Time.....	29
120	To Time Required with From Time	29
121-123	Unable to Complete Service	29
124-125	Warned Product	29
126	Withdrawal Received.....	30
127	Work Type to Action Validation.....	30
128-155	Work Type Validation.....	30
DOCUMENT CONTROL SHEET.....		33

Purpose

The purpose of this document is to give a description and explanation of all possible Activities within a Request. The Request History provides an overview of all activities that has taken place on a Request. This document contains a summary of all the possible tasks performed by either a user or one of Testra's core systems.

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
1	Account Creation failure	Unable to Create Account	Error Requires Correction	Account Details – Customer Creation Failed	Attempt to create customer record fails or existing account could not be located.
2	Acknowledgment Received	All outstanding notifications at this time have been acknowledged	Null	Acknowledgment Received	Notification from TW has been acknowledged
3	Activity Rejected	Service Number Activity Rejected (include Activity name, date/time) Rejection Reason Rejection Notes	Null	Activity Rejected by TW Assigned User	Modification or Withdrawal request has been rejected by Telstra Wholesale.
4	Activity Rejected	Service Number: <service number> Activity Rejected: <detail of rejected activity> (ie-Mod or W/D with date & time) Notes: Activity rejected automatically due to further modification/withdrawal	Null	Auto-Rejection of Previous Modification/Withdrawal Activity	Modification or Withdraw request has automatically been rejected as a previous Modification or Withdrawal has been submitted.
5	Address Detail Validation	Invalid Address details - Field length incorrect or mandatory information not supplied. Please refer to Product Catalogue.	Manual Provisioning Required	“Invalid Address Details provided”	Address details are not valid
6	Appointment Update	Service Number: <Service Number> Order No/Type: <Order Number> <Segment Type> Segment Id: <Segment Number> Appointment Date/Time: <Appointment Date/Time>	Null	Receive Order Status update	Appointment details have changed
7	Associated Request Item Error	An error has been encountered in validating this request item	Manual Provisioning Required	“Associated Request Item Error”	An Associated Request Item has an error that requires attention.
8	Associated Service	<serv num> Service is an Associated Line	Null	“Associated Service Detected” Warning across all channels.	Telstra advice that the service is an Associated service..

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
9	Associated Service	<Activity Note as provided by the SP in the LOLIG request. >	Null	"SP Notifies that Service is an Associated Service" LOLIG Acknowledgment of warning	SP provides acknowledgement that the service is an Associated service and the confirmation to continue with the request.
10	B2B Check Securitel	B2B <Service Number> Securitel found on service	Null	Check Securitel Product code - DSL in B2B request	Check Securitel Product code - DSL in B2B request
11	B2B Product Request notification	B2B < Request Number > in delayed mode. B2B < Request Number > in immediate mode.	Null	Product Request notification for a B2B web service. Used with B2B Create Product Request Web Service	B2B Product Request notification.
12	B2B Product Request notification	B2B < Request Number > in immediate mode. Connection has timed out.	Null	B2B Service Time Out	Connection has timed out
13	B2B Service Qualification notification	B2B < Request Number > in immediate mode. Connection has timed out.	Null	B2B Service Time Out	Connection has timed out
14	B2B Service Qualification Request notification	B2B < Request Number > in delayed mode. B2B < Request Number > in immediate mode.	Null	Service Qualification Request notification for a B2B web service. Used with B2B Service Qualification Web Service	B2B Service Qualification Request notification.
15	B2B SQ Assessment Completed	B2B	Null	B2B SQ Assessment Completed	B2B SQ Assessment Completed
16	B2B Unable to Complete Service	B2B Service Number: <Service Number> Unable To Complete Reason: <Unable to Complete Reason> Unable To Complete Notes: <Unable to Complete Notes>	Null	Telstra marks B2B Service Request 'Unable To Complete'	Telstra Wholesale is Unable to Complete the B2B Service Request.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
17	B2B Unable to Process Request	LOLIG Service Number: <Service Number> Unable To Process Notes: <Unable to Process Notes>	Null	Telstra marks B2B Service Request 'Unable To Process'	B2B Service Request fails complex validations and can not be processed.
18	Check Customisation Details	B2B < Product ><error message> < Product ><error message>	Null	"Customisation details for validation." B2B Web Services	B2B service has received errors in retrieving and validating customisation details for the product:
19	Check Priority Assistance	<Activity Note as provided by the SP in the LOLIG request >	Null	"SP Notifies that Service is Priority Assistance Service" LOLIG Acknowledgment of warning	SP provides acknowledgement that the service has a Priority Assistance status and the confirmation to continue with the request.
20	Check Priority Assistance	<serv num> This is a Priority Assistance Service	Null	"Priority Assistance service Detected" Warning across all channels.	Telstra advice that the service has a Priority Assistance status.
21	CRD not in lead time boundaries	Customer Requested Date not within valid lead time parameters for work types	Null	"Customer Requested Date not in Lead Time Boundaries"	Supplied Customer Requested Date is not in the lead time boundaries for the work type.
22	Customer Requires New Account	No active service could be located based on supplied Customer Details. A new account required.	Null	Customer Requires New Account	An existing account can not be located or the customer does not have any active services.
23	Customisation details for product validation	Setting error: <Product Offering> <Setting Name> is not a user supplied setting. Please check product catalogue.	Null	"Invalid read only settings."	A setting has been supplied that has only a read only status.
24	Customisation details for product validation	<offering> <with the setting of> <attribute> <-> <attribute value> <requires the setting of> <<comma separated list of <attribute> <-> <attribute value>> <and> <is incompatible with the setting of> <<comma separated list of <attribute> <-> <attribute value>>	Null	"Product setting or setting value validation error."	Product validation has failed. Will contain all error messages.
25	From Time must be greater than System Time	Customer Requested Time From must be greater than LOLIG system time	Null	"Customer Requested Time From must be greater than system time"	Supplied Customer Requested Time From is not greater than LOLIG system time (AEST).
26	From Time Required with To Time	A Customer Requested Time From must be supplied when Customer Requested Time To is supplied	Null	"Customer Requested Time Validation"	A Customer Requested Time To has been supplied and Customer Requested Time From is missing.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
27	Identified Account Details copied to Request Item	"This service has been added to the same account as the Account CSN <Account CSN of the Request Item that established the customer>"	Null	Identified Account Details copied to Request Item	If Customer Name supplied matches that on a previous Request Item, the external relocation account will be used.
28	Inplace Service Selection	Service Number: <Current CSN>* New line selected, possible JITNEP record. (* - For NEW work types, Current CSN = "TBAnnn")	Manual Provisioning Required	Inplace Service Selection - New line selected, possible JITNEP record.	A new line with possible JITNEP record has been selected.
29	Inplace Service Selection	Service Number: <Current CSN>* JITNEP Accepted. (* - For NEW work types, Current CSN = "TBAnnn")	Manual Provisioning Required	Inplace Service Selection - JITNEP Accepted.	A JITNEP inplace service has been selected.
30	Inplace Service Selection	Service Number: <Current CSN>* ISDN Accepted. (* - For NEW work types, Current CSN = "TBAnnn")	Null	Inplace Service Selection - ISDN Accepted.	An ISDN inplace service has been accepted.
31	Inplace Service Selection	Service Number: <Current CSN>* Inplace Details: <Inplace Address> Active Inplace Selected (* - For NEW work types, Current CSN = "TBAnnn")	Null	Inplace Service Selection - Active Inplace Selected.	An active inplace service has been selected.
32	Inplace Service Selection	Service Number: <Current CSN>* Inplace Details: <Inplace CSN> <Inplace Address> Inactive Inplace Selected (* - For NEW work types, Current CSN = "TBAnnn")	Null	Inplace Service Selection - Inactive Inplace Selected.	An inactive inplace service has been selected.
33	Inplace Service Selection	Service Number: <Current CSN>* Selected inplace had status of <derived status>. (* - For NEW work types, Current CSN = "TBAnnn")	Manual Provisioning Required	Inplace Service Selection - Selected inplace requires manual assessment	The selected inplace service requires manual provisioning.
34	Inplace Service Selection	Service Number: <Current CSN>* <Inplace Status**> Inplace Selected. User accepted CDMA WLL Inplace solution (* - For NEW work types, Current CSN = "TBAnnn") (** Status of A = "Active", status of I = "Inactive")	Null	Inplace Service Selection - CDMA WLL Accepted	Acknowledgement that CDMA WLL was accepted.
35	Inplace Service Selection	Service Number: <Current CSN>* <Inplace Status**> Inplace Selected User rejected CDMA WLL Inplace solution (* - For NEW work types, Current CSN = "TBAnnn") (** Status of A = "Active", status of I = "Inactive")	Manual Provisioning Required	Inplace Service Selection - CDMA WLL Rejected.	Acknowledgement that CDMA WLL was rejected causing Request Item to be manually provisioned

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
36	Inplace Service Selection	Service Number: <Current CSN>* New Line Selected. (*- For NEW work types, Current CSN = "TBAnn")	Null	Inplace Service Selection – New Line selected.	SP has selected New Line.
37	Inplace Service Selection	Service Number: <Current CSN>* User selected to continue request without an inplace. (*- For NEW work types, Current CSN = "TBAnn")	Manual Provisioning Required	Inplace Service Selection - Continue for Manual Assessment without inplace	An inplace service was not selected. SP elected to continue with manual processing.
38	Invalid Action for Work Type	Invalid action – Action <Action code> is invalid for <Offering> for the requested Work Type.	Null	"Invalid Action Code for Offering."	The action supplied for a product is not valid for the Work Type.
39	Invalid Advice for Prime Service	<serv num> Service is not a Prime of Associated Lines. Please confirm customer requirements and resubmit.	Null	"SP Notifies that Service is Prime of Association but Service is Not a Prime of Association" LOLIG invalid Acknowledgment of error	Service is a Prime service and the SP has not provided awareness of the status, a Request Item cannot be created for the Service Number.
40	Invalid Advice for Priority Assistance	<serv num> This is not a Priority Assistance Service. Request Item will be provisioned as requested.	Null	"SP Notifies that Service is Priority Assistance Service but Service is Not Priority Assistance Service" LOLIG Acknowledgment of warning	SP provides acknowledgement that the service has a Priority Assistance status but the service does not have Priority Assistance status so, a Request Item cannot be created for the Service Number.
41	Invalid Advice for Warned Product	<serv num> Securitel does not exist on this service. Request Item will be provisioned as requested.	Null	"SP Notifies that Service has an associated warned Product but Service does not have any Warned Products" LOLIG invalid Acknowledgment of warning	SP provides acknowledgment that the service has a Warned Product but the service does not have any Warned Product, a Request Item can be created for the Service.
42	Invalid Offering for Work Type	Invalid offering - <Offering> is invalid for the supplied Work Type or CSN.	Null	"Invalid offering for Work Type."	The product supplied is not valid for the Work Type.
43	Invalid Service Number Format	Invalid Format - CSN should be 10 digit numeric	Null	"Invalid Service Number Format Provided by SP" LOLIG Web Service	Service Number not in the required format.
44	Miscellaneous Products Validation	Type B Transfer Requested	Null	Customer is attempting Type B transfer	Type B Transfers involve extra charges and possibly different lead times.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
45	Modification Received	Service Number Modification Reason Modification Notes Connection Customer Requested Disconnection Customer Requested SP Contact Name SP Contact Number If File attached to Modification: File Attached: (Filename – including hyperlink to attached file) Attachment file size: (File size)	Modification Requires Assessment	SP submit Modification	SP has submitted a Modification. Note – the hyperlink will not function.
46	Modification Received	Service Number Modification Reason Modification Notes Connection Customer Requested Disconnection Customer Requested SP Contact Name SP Contact Number	Null	Telstra submit Modification	Telstra Wholesale has submitted a Modification on behalf of an SP.
47	New Request Created	Service Number: <Target CSN> New DSLREL Request Created Associate Request: <Telstra Reference>	Null	SP has submitted an External Relocation request item which has a DSL product which is to also be relocated.	The associate Request is the Telstra Reference number for the addition of the DSL product. This associate Request will not begin processing until the External Relocation has completed.
48	No Advice for Associated Service	<serv num> Service is an Associated Line. Please confirm customer requirements and resubmit.	Null	“SP has failed to notify that Service is an Associated Service” LOLIG Acknowledgment of error	Service is an Associated service and the SP has not provided awareness of the status, a Request Item cannot be created for the Service Number.
49	No Advice for Prime Service	<serv num> Service is a Prime of Associated Lines. Please confirm customer requirements and resubmit.	Null	“SP has failed to notify that Service is Prime of Association” LOLIG Acknowledgment of error	Service is a Prime service and the SP has not provided awareness of the status, a Request Item cannot be created for the Service Number.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
50	No Advice for Priority Assistance	<serv num> This is a Priority Assistance Service. Please confirm customer requirements and resubmit.	Null	“SP has failed to notify that Service is Priority Assistance Service” LOLIG Acknowledgment of error	Service has a Priority Assistance status and the SP has not provided awareness of the status, a Request Item cannot be created for the Service Number.
51	No Advice for Related Service	<serv num> Service is in a Technical Relationship. Please confirm customer requirements and resubmit.	Null	“SP has failed to notify that Service is Related service” LOLIG Acknowledgment of error	Service has a Technical Relationship and the SP has not provided awareness of the status, a Request Item cannot be created for the Service Number.
52	No Advice for Warned Product	<serv num> Securitel exists on this service. Please contact 1800 032 316 prior to installation of DSL service. Please confirm customer requirements and resubmit.	Null	“SP has failed to notify that Service has warned Products” LOLIG Acknowledgment of error	Service has a Warned Product and the SP has not provided awareness of the status, a Request Item cannot be created for the Service Number.
53	Number Reservation	Service Number <service number> not authorised for reservation.	Null	Service Number Reservation not authorised	The requested service number is not authorised for reservation
54	Number Reservation	Service Number <service number> not reserved	Null	Service Number not reserved	The service number has not been previously reserved
55	Number Reservation Exchange	CSN is not in the correct exchange	Null	Exchange does not match	The exchange of the reserved CSN differs from that of the original CSN
56	Number Reservation Technology	CSN does not have the correct exchange technology	Null	Exchange Technology does not match	The exchange technology of the reserved CSN differs from that of the original CSN
57	Offering – attribute not found	B2B <Product Offering> - <Attribute Name> not found. A Request Item cannot be created for this customer service number.	Null	Product Translation errors returned. B2B Web Service	A required product offering and attribute are not found, a Request Item cannot be created for the Service Number.
58	Offering Inventory Alteration Validation	At least one product must be added, changed or deleted	Null	“No product changes identified.”	At least one product must be actioned for the Work Type.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
59	Order details manually entered into LOLO	Service Number Provisioning system Order Number Segment Id "Order details have been manually entered for this service number." Service Number on order	Null	Order Details Entered into Provisioning History	Order details have been manually entered for this service number.
60	Order Item Complete	Service Number: <Service Number> Order Number: <Order Number> Segment Id: <Segment Number>	Null	Order Item Completed	Processing of the Order Item has been completed.
61	Order Item Withdrawn	Service Number: <Service Number> Order Number: <Order Number> Segment Id: <Segment Number>	Null	Order Item Withdrawn	The Order item was withdrawn.
62	Order Lodgement	Order Number/Segment Number	Null	Lodge Order in Provisioning System	The order was successfully lodged in the provisioning system.
63	Order Lodgement	Service Number Order Number/Segment Number Errors : Code + Description	Error Requires Correction	Lodge Order in Provisioning System	Errors are returned from the order lodgement process.
64	Order Status Update	Service Number: <Service Number> Order No/Type: <Order Number> <Segment Type> Segment Id: <Segment Number> Status: <Segment status description> Held Reason: <New Held Reason ¹ >	Null	Receive Order Status update	Order status has changed.
65	Point of Presence Validation	B2B DSL is not available at the Exchange. DSL can not be provisioned on this service.	Null	'Point of Presence Validation'. B2B Web Services	DSL is not available at the Exchange. DSL can not be provisioned on this service.
66	Point of Presence Validation	B2B There are no Customer Domain Names for the selected CSN. DSL cannot be provisioned on this service.	Null	'Point of Presence Validation'. B2B Web Services	There are no Customer Domain Names for the selected CSN. DSL cannot be provisioned on this service.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
67	Point of Presence Validation	B2B There is no Region Code. DSL cannot be provisioned on this service.	Null	'Point of Presence Validation'. B2B Web Services	There is no Region Code. DSL cannot be provisioned on this service.
68	Point of Presence Validation	B2B There is no <Product Type> presence in this state. DSL cannot be provisioned on this service.	Null	'Point of Presence Validation'. B2B Web Services	SP does not have a presence with the state for the Product Type of the selected service. DSL cannot be provisioned on the service.
69	Prime Service Selected	<serv num> Service is a Prime of Associated Lines	Manual Provisioning Required	"Prime Service Detected" Warning across all channels.	Telstra advice that the service is a Prime service..
70	Prime Service Selected	<Activity Note as provided by the SP in the LOLIG request. >	Null	"SP Notifies that Service is Prime of Association" LOLIG Acknowledgment of warning	SP provides acknowledgement that the service is a Prime service and the confirmation to continue with the request.
71	Prime Service Validation	Service Number: <CSN> Reason Manual Provisioning Required: Prime Service Validations are inconclusive. Request Item has been sent for manual assessment by Telstra Wholesale.	Manual Provisioning Required	"Prime Service Validation Failure"	Cancellation of a virtual service will go manual due to errors with the Prime service.
72	Product Availability Check	When the SP does not own the PSTS service: B2B < Product > product unavailable – Unable to complete request item When the SP does own the PSTS service: B2B < Product > <setting name> <setting. Unavailable – Unable to complete request item	Null	"Product Availability Check". B2B Web Services	B2B service has received errors in product availability for the product
73	Product Availability Check	<Offering> is unavailable at the Exchange.	Null	"Product Unavailable."	Errors received in product availability for the product.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
74	Product Compatibility Check	Service Number: <CSN> Product Compatibility: <DSL product offering> < DSL product offering > incompatible with PSTS product	Null	"SQ - Product Compatibility Check".	Where a Browser request has received errors in product compatibility for the DSL product and the SP does not own the PSTS service.
75	Product Compatibility Check	Service Number: <CSN> Product Compatibility: <DSL product offering> Compatibility Error : <Error Message> Compatibility Error: <Error Message> Compatibility Error: <Error Message>	Null	"SQ - Product Compatibility Check".	Where a Browser request has received errors in product compatibility for the DSL product and the SP does own the PSTS service.
76	Product Compatibility Check	Service Number: <CSN> Product Compatibility: <DSL product offering> < DSL product offering > compatible with existing products	Null	"SQ - Product Compatibility Check".	Where a Browser request has received no errors in product compatibility for the DSL product.
77	Product Compatibility Check	Service Number: <CSN> Product Compatibility: <DSL product offering> < DSL product offering > Telstra's core systems unable to assess service. Please contact Telstra Wholesale.	Null	"SQ - Product Compatibility Check".	Where a Browser request has received a timeout for compatibility for the DSL product.
78	Product Compatibility Check	B2B Service Number: <CSN> Product Compatibility: <DSL product offering> <DSL product offering> incompatible with PSTS product	Null	"SQ - Product Compatibility Check".	Where a LOLIG request has received errors in product compatibility for the DSL product and the SP does not own the PSTS service.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
79	Product Compatibility Check	B2B Service Number: <CSN> Product Compatibility: <DSL product offering> Compatibility Error: <Error Message> Compatibility Error: <Error Message> Compatibility Error: <Error Message>	Null	"SQ - Product Compatibility Check".	Where a LOLIG request has received errors in product compatibility for the DSL product and the SP does own the PSTS service.
80	Product Compatibility Check	B2B Service Number: <CSN> Product Compatibility: <DSL product offering> < DSL product offering > compatible with existing products	Null	"SQ - Product Compatibility Check".	Where a LOLIG service has received no errors in product compatibility for the DSL product.
81	Product Compatibility Check	B2B Service Number: <CSN> Product Compatibility: <DSL product offering> < DSL product offering > Telstra's core systems unable to assess service. Please contact Telstra Wholesale.	Null	"SQ - Product Compatibility Check".	Where a LOLIG request has received a timeout for compatibility for the DSL product:
82	Product Compatibility Check	When the SP does not own the PSTS service: B2B < Product > product incompatible with PSTS product – Unable to complete request item When the SP does own the PSTS service: < Product > <setting name> <setting> incompatible with <PSTS product> – Unable to complete request item	Null	"Product Compatibility Check". B2B Web Services	B2B service has received errors in product compatibility for the product
83	Product Compatibility Check	<Work Type> The actioned product is incompatible with products on the service.	Null	"Incompatible Products on service."	Errors received in product compatibility for the product.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
84	Product to Product Action Compatibility Check	<Offering> cannot be actioned at the same time as <Offering>	Null	"Product to Product Action Compatibility Check"	A product and action combination is not valid with another product and action combination for the Work Type.
85	Product to Product Action Compatibility Check	<Offering> : When deleting <Offering>, you must also add a different DSL offering for this worktype	Null	Customer is performing migrate and has not added a DSL product.	One DSL product must be added and a different DSL product must be deleted for this worktype.
86	Product to Product Action Compatibility Check	<Offering> : When adding <Offering>, you must also delete a different DSL offering for this worktype	Null	Customer is performing migrate and has not added a DSL product.	One DSL product must be added and a different DSL product must be deleted for this worktype.
87	Product to Product Compatibility Check	<offering> <with the setting of> <attribute> <-> <attribute value> <requires the product of> <<comma separated list of <offering> <with the setting of> <attribute> <-> <attribute value>> <and> <is not compatible with the product of> <<comma separated list of <offering> <with the setting of> <attribute> <-> <attribute value>>	Null	"Product incompatible with a product on this service (CVC)."	Errors received in product compatibility for the product.
88	Reject Overdue	Service Number	Reject Overdue	Monitor Requests - Service Reject Period Exceeded	SP has not responded to rejected request. Request Item moved to a Withdrawn status.
89	Related Service	<serv num> Service is in a Technical Relationship	Null	"Service is in Technical Relationship Detected" Warning across all channels.	Telstra advice that the service has a Technical Relationship.
90	Related Service	<Activity Note as provided by the SP in the LOLIG request. >	Null	"SP Notifies that Service is in a Technical Relationship" LOLIG Acknowledgment of warning	SP provides acknowledgement that the service has a Technical Relationship and the confirmation to continue with the request.
91	Request Item Status Change	Service Number: <Service Number> Previous Request Item Status: <Old Request Item Status> New Request Item Status: <New Request Item Status>	Null	"Request Item Status Change"	Request Item Status has been changed by Request Item Management request
92	Request Item Withdrawn	Service Number: <Service Number>	Null	SP has submitted a Request Item Withdrawal	SP has submitted a Request Item Withdrawal.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
93	Request Submission	Null	Null	Submit a Work Request	Request has been Submitted
94	Request Submission	Null	Null	SP has submitted the request	SP has submitted the request
95	Service Number not found	B2B <service number> Invalid Service – Service not found.	Null	Check Service Number in Core Systems. B2B Web Service	Service Number not found in Core Systems:
96	Service Qualification	Service Number: <CSN> SQ: < Offering Name> SQ Response: 'Pass' <SQ code> <SQ text> SQ Results Result: :< Speed/DClass >, <SQ result>, <SQ code>, <SQ text> Result: :< Speed/DClass >, <SQ result>, <SQ code>, <SQ text> Result: :< Speed/DClass >, <SQ result>, <SQ code>, <SQ text>	Null	SQ – Pass	SQ Assessment Passed “<Speed/Dclass>” represents the individual speeds/deployment classes that have been Service Qualified. The activity notes show the complete description that could be provided for SQ Results but not all this data is provided in every instance. This is dependant on what is received from the interfacing system. If there is more than one SQ Code and SQ Text returned from Core systems for a SQ Result, these will be displayed directly below each other.
97	Service Qualification	Service Number: <CSN> SQ: < Offering Name > SQ Response: 'Fail' <SQ code> <SQ text> SQ Results Result: :< Speed/DClass >, <SQ result>, <SQ code>, <SQ text> Result: :< Speed/DClass >, <SQ result>, <SQ code>, <SQ text> Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text>	Null	SQ – Low Level Fail	SQ Assessment Low Level Fail “<Speed/Dclass>” represents the individual speeds/deployment classes that have been Service Qualified. The activity notes show the complete description that could be provided for SQ Results but not all this data is provided in every instance. This is dependant on what is received from the interfacing system. If there is more than one SQ Code and SQ Text returned from Core systems for a SQ Result, these will be displayed directly below each other.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
98	Service Qualification	<p>Service Number: <CSN> SQ: < Offering Name ></p> <p>SQ Response: 'Fail'</p> <p><SQ code> <SQ text></p> <p>SQ Results</p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p>	Null	SQ – High Level Fail	<p>SQ – High Level Fail</p> <p>“<Speed/Dclass>” represents the individual speeds/deployment classes that have been Service Qualified.</p> <p>The activity notes show the complete description that could be provided for SQ Results but not all this data is provided in every instance. This is dependant on what is received from the interfacing system.</p> <p>If there is more than one SQ Code and SQ Text returned from Core systems for a SQ Result, these will be displayed directly below each other.</p>
99	Service Qualification	<p>Service Number: <CSN> SQ: < Offering Name ></p> <p>SQ Response: 'Manual'</p> <p><SQ code> <SQ text></p> <p>SQ Results</p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>SQ results returned from Telstra’s core systems are inconclusive. This request has been sent for manual assessment by Telstra Wholesale.</p>	Manual Provisioning Required	SQ – Manual Assessment	<p>SQ Response was Manual where request has originated from Browser Delayed</p> <p>“<Speed/Dclass>” represents the individual speeds/deployment classes that have been Service Qualified.</p> <p>A request submitted via a LOLO Work Type has been submitted. The SQ result returned is Manual. Telstra Wholesale will manually assess the request.</p> <p>If there is more than one SQ Code and SQ Text returned from Core systems for a SQ Result, these will be displayed directly below each other.</p>

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
100	Service Qualification	<p>B2B</p> <p>Service Number: <CSN> SQ: < Offering Name ></p> <p>SQ Response: 'Manual'</p> <p><SQ code> <SQ text></p> <p>SQ Results</p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>SQ results returned from Telstra's core systems are inconclusive. This request has been sent for manual assessment by Telstra Wholesale.</p>	Manual Provisioning Required	SQ – Manual Assessment	<p>SQ Response was Manual where request has originated from LOLIG Delayed</p> <p>"<Speed/Dclass>" represents the individual speeds/deployment classes that have been Service Qualified.</p> <p>A request submitted via LOLIG Delayed mode has returned a SQ result of Manual. Telstra Wholesale will manually assess the request.</p> <p>If there is more than one SQ Code and SQ Text returned from Core systems for a SQ Result, these will be displayed directly below each other.</p>
101	Service Qualification	<p>Service Number: <CSN> SQ: < Offering Name ></p> <p>SQ Response: 'Manual'</p> <p><SQ code> <SQ text></p> <p>SQ Results</p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>SQ results returned from Telstra's core systems are inconclusive. Please submit a request using full SQ assessment work type for manual assessment by Telstra Wholesale.</p>	Null	SQ – Manual Assessment - Resubmit	<p>SQ Response was Manual where request has originated from Browser Immediate SQ Assessment</p> <p>"<Speed/Dclass>" represents the individual speeds/deployment classes that have been Service Qualified.</p> <p>A request submitted via LOLO Immediate SQ mode has been submitted. The SQ result returned is Manual. Submit the request via the SQ Work Type in the browser (delayed mode) for manual assessment by Telstra Wholesale.</p> <p>If there is more than one SQ Code and SQ Text returned from Core systems for a SQ Result, these will be displayed directly below each other.</p>

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
102	Service Qualification	<p>B2B</p> <p>Service Number: <CSN> SQ: < Offering Name ></p> <p>SQ Response: 'Manual'</p> <p><SQ code> <SQ text></p> <p>SQ Results</p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>SQ results returned from Telstra's core systems are inconclusive. Please submit a request in SQ delayed mode for manual assessment by Telstra Wholesale.</p>	Null	SQ – Manual Assessment - Resubmit	<p>SQ Response was Manual where request has originated from LOLIG Immediate SQ Assessment</p> <p>"<Speed/Dclass>" represents the individual speeds/deployment classes that have been Service Qualified.</p> <p>A request submitted via LOLIG SQ Immediate has been submitted. The SQ result returned is Manual. Submit the request via the SQ Delayed mode for manual assessment by Telstra Wholesale.</p> <p>If there is more than one SQ Code and SQ Text returned from Core systems for a SQ Result, these will be displayed directly below each other.</p>
103	Service Qualification	<p>Service Number: <CSN> SQ: < Offering Name ></p> <p>SQ Response: 'Manual'</p> <p><SQ code> <SQ text></p> <p>SQ Results</p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>SQ results returned from Telstra's core systems are inconclusive. Please submit a request in delayed mode for manual assessment by Telstra Wholesale.</p>	Null	SQ – Manual Assessment - Resubmit	<p>SQ Response was Manual where request has originated from LOLIG Immediate DSL work type</p> <p>"<Speed/Dclass>" represents the individual speeds/deployment classes that have been Service Qualified.</p> <p>A request submitted via LOLIG Create Immediate has been submitted. The SQ result returned is Manual. Submit the request via the SQ Delayed mode for manual assessment by Telstra Wholesale.</p> <p>If there is more than one SQ Code and SQ Text returned from Core systems for a SQ Result, these will be displayed directly below each other.</p>

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
104	Service Qualification	<p>Service Number: <CSN> SQ: < Offering Name ></p> <p>SQ Response: 'Error'</p> <p><SQ code> <SQ text></p> <p>SQ Results</p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Error encountered in SQ processing.</p>	Null	SQ – System Error	<p>SQ Response was Error where request has originated from Browser</p> <p>“<Speed/Dclass>” represents the individual speeds/deployment classes that have been Service Qualified.</p> <p>System Error encountered in SQ processing. Request cannot be processed and will move to a terminal status of Unable to Complete.</p> <p>If there is more than one SQ Code and SQ Text returned from Core systems for a SQ Result, these will be displayed directly below each other.</p> <p>If there was a Core system timeout, the SQ Code used is “TIMEOUT”.</p>
105	Service Qualification	<p>B2B</p> <p>Service Number: <CSN> SQ: < Offering Name ></p> <p>SQ Response: 'Error'</p> <p><SQ code> <SQ text></p> <p>SQ Results</p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Result: < Speed/DClass >, <SQ result>, <SQ code>, <SQ text></p> <p>Error encountered in SQ processing.</p>	Null	SQ – System Error	<p>SQ Response was Error where request has originated from LOLIG</p> <p>“<Speed/Dclass>” represents the individual speeds/deployment classes that have been Service Qualified.</p> <p>System Error encountered in SQ processing. Request cannot be processed and will move to a terminal status of Unable to Complete.</p> <p>If there is more than one SQ Code and SQ Text returned from Core systems for a SQ Result, these will be displayed directly below each other.</p> <p>If there was a Core system timeout, the SQ Code used is “TIMEOUT”.</p>

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
106	Service Qualification	<p>SQ: <Offering Name> Service Number¹: <CSN> Address¹: <Address²> Address Matched: <addressMatched⁵> SQ Response: 'Pass' <Error Code> <Error text> SQ Results Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text> Result:< Speed/DClass, <SQ result>, <Available code>, <Available text> Result:< Speed/DClass >, <SQ result>, <Available code>, <Available text> Limiting Factors^{3,4}: <Group Attribute names> Beyond Limits: <Limiting Factor> Primary Network: <Limiting Factor> Secondary Network: <Limiting Factor> Line Interface: <Limiting Factor></p>	Null	SQ – Pass	<p>SQ Assessment Passed Activity notes show the complete description that could be provided for SQ Results but not all this data is provided in every instance. This is dependant on what is received from the interfacing system. ¹ Either Service Number or Address field displayed; i.e. display Service Number if CSN based SQ, display Address if Address based SQ ² Address format as follows: <Address Line 1 = Sub Address + “ ” + Street Number + “ ” + Street Name + “ ” + Street Type> <Address Line 2 = Abbreviated Locality> ³ Depending on the offering, one or more 'Limiting Factors' groups will be returned and displayed. Where multiple groups are returned, each group, in turn, will contain a heading i.e. <Group Attribute names>, which will display the offering's associated Speed/Deployment Class attribute names, comma separated. If only one Limiting Factors group is returned, then no heading will be displayed ⁴ Only those Limiting factors with returned data will be displayed ⁵ Note 'Yes' = Exact Address Match while 'Partial' = Partial Address Match</p>

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
107	Service Qualification	<p>SQ: <Offering Name> Service Number¹: <CSN> Address¹: <Address²> Address Matched: <addressMatched⁵> SQ Response: 'Fail' <Error code> <Error text> SQ Results Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text> Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text> Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text> Limiting Factors^{3, 4}: <Group Attribute names> Beyond Limits: <Limiting Factor> Primary Network: <Limiting Factor> Secondary Network: <Limiting Factor> Line Interface: <Limiting Factor></p>	Null	SQ – Low Level Fail	<p>SQ Assessment Low Level Fail</p> <p>The activity notes show the complete description that could be provided for SQ Results but not all this data is provided in every instance. This is dependant on what is received from the interfacing system.</p> <p>¹ Either Service Number or Address field displayed; i.e. display Service Number if CSN based SQ, display Address if Address based SQ</p> <p>² Address format as follows: <Address Line 1 = Sub Address + “ ” + Street Number + “ “ + Street Name + “ “ + Street Type> <Address Line 2 = Abbreviated Locality></p> <p>³ Depending on the offering, one or more 'Limiting Factors' groups will be returned and displayed. Where multiple groups are returned, each group, in turn, will contain a heading i.e. <Group Attribute names>, which will display the offering's associated Speed/Deployment Class attribute names, comma separated. If only one Limiting Factors group is returned, then no heading will be displayed</p> <p>⁴ Only those Limiting factors with returned data will be displayed</p> <p>⁵ Note 'Yes' = Exact Address Match while 'Partial' = Partial Address Match</p>

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
108	Service Qualification	<p>Where request has originated from Delayed mode and SQ response from Enhanced SQ</p> <p>B2B</p> <p>SQ: <Offering Name></p> <p>Service Number¹: <CSN></p> <p>Address¹ :</p> <p><Address²></p> <p>Address Matched: <addressMatched⁵></p> <p>SQ Response: 'Manual'</p> <p><Error code> <Error text></p> <p>SQ Results</p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>SQ results returned from Telstra's core systems are inconclusive. This request has been sent for manual assessment by Telstra Wholesale.</p> <p>Limiting Factors^{3,4}: <Group Attribute names></p> <p>Beyond Limits: <Limiting Factor></p> <p>Primary Network: <Limiting Factor></p> <p>Secondary Network: <Limiting Factor></p> <p>Line Interface: <Limiting Factor></p>	Manual Provisioning Required	SQ – Manual Assessment	<p>SQ Response was Manual where request has originated from Delayed mode.</p> <p>A request submitted via Delayed mode has returned a SQ result of Manual. Telstra Wholesale will manually assess the request.</p> <p>¹ Either Service Number or Address field displayed; i.e. display Service Number if CSN based SQ, display Address if Address based SQ</p> <p>² Address format as follows:</p> <p><Address Line 1 = Sub Address + “ ” + Street Number + “ ” + Street Name + “ ” + Street Type></p> <p><Address Line 2 = Abbreviated Locality></p> <p>³ Depending on the offering, one or more 'Limiting Factors' groups will be returned and displayed. Where multiple groups are returned, each group, in turn, will contain a heading i.e. <Group Attribute names>, which will display the offering's associated Speed/Deployment Class attribute names, comma separated. If only one Limiting Factors group is returned, then no heading will be displayed</p> <p>⁴ Only those Limiting factors with returned data will be displayed</p> <p>⁵ Note 'Yes' = Exact Address Match while 'Partial' = Partial Address Match</p>

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
109	Service Qualification	<p>Where request has originated from Immediate SQ Assessment – SQ Response from Enhanced SQ</p> <p>SQ: <Offering Name></p> <p>Service Number¹: <CSN></p> <p>Address¹:</p> <p><Address²></p> <p>Address Matched: <addressMatched⁵></p> <p>SQ Response: 'Manual'</p> <p><Error code> <Error text></p> <p>SQ Results</p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>SQ results returned from Telstra's core systems are inconclusive. Please submit a request in SQ delayed mode for manual assessment by Telstra Wholesale.</p> <p>Limiting Factors^{3,4}: <Group Attribute names></p> <p>Beyond Limits: <Limiting Factor></p> <p>Primary Network: <Limiting Factor></p> <p>Secondary Network: <Limiting Factor></p> <p>Line Interface: <Limiting Factor></p>	Null	SQ – Manual Assessment – Resubmit	<p>SQ Response was Manual where request has originated from Immediate SQ Assessment</p> <p>A request for SQ Immediate has been submitted. SQ result returned is Manual. Submit the request via the SQ Delayed mode for manual assessment by Telstra Wholesale.</p> <p>¹ Either Service Number or Address field displayed; i.e. display Service Number if CSN based SQ, display Address if Address based SQ</p> <p>² Address format as follows:</p> <p><Address Line 1 = Sub Address + “ ” + Street Number + “ ” + Street Name + “ ” + Street Type></p> <p><Address Line 2 = Abbreviated Locality></p> <p>³ Depending on the offering, one or more 'Limiting Factors' groups will be returned and displayed. Where multiple groups are returned, each group, in turn, will contain a heading i.e. <Group Attribute names>, which will display the offering's associated Speed/Deployment Class attribute names, comma separated. If only one Limiting Factors group is returned, then no heading will be displayed</p> <p>⁴ Only those Limiting factors with returned data will be displayed</p> <p>⁵ Note 'Yes' = Exact Address Match while 'Partial' = Partial Address Match</p>

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
110	Service Qualification	<p>Where request has originated from Browser – SQ Response from Enhanced SQ</p> <p>SQ: <Offering Name></p> <p>Service Number¹: <CSN></p> <p>Address¹:</p> <p><Address²></p> <p>Address Matched: <addressMatched⁵></p> <p>SQ Response: 'Error'</p> <p><Error code> <Error text></p> <p>SQ Results</p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Result:<Speed/DClass, <SQ result>, <Available code>, <Available text></p> <p>Error encountered in SQ processing</p> <p>Limiting Factors^{3,4}: <Group Attribute names></p> <p>Beyond Limits: <Limiting Factor></p> <p>Primary Network: <Limiting Factor></p> <p>Secondary Network: <Limiting Factor></p> <p>Line Interface: <Limiting Factor></p>	Null	SQ – System Error	<p>SQ Response was Manual where request has originated from Immediate SQ Assessment</p> <p>A request via SQ Immediate has been submitted. The SQ result returned is Manual. Submit the request via the SQ Delayed mode for manual assessment by Telstra Wholesale.</p> <p>¹ Either Service Number or Address field displayed; i.e. display Service Number if CSN based SQ, display Address if Address based SQ</p> <p>² Address format as follows:</p> <p><Address Line 1 = Sub Address + “ ” + Street Number + “ ” + Street Name + “ ” + Street Type></p> <p><Address Line 2 = Abbreviated Locality></p> <p>³ Depending on the offering, one or more 'Limiting Factors' groups will be returned and displayed. Where multiple groups are returned, each group, in turn, will contain a heading i.e. <Group Attribute names>, which will display the offering's associated Speed/Deployment Class attribute names, comma separated. If only one Limiting Factors group is returned, then no heading will be displayed</p> <p>⁴ Only those Limiting factors with returned data will be displayed</p> <p>⁵ Note 'Yes' = Exact Address Match while 'Partial' = Partial Address Match</p>

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
111	Service Qualification	<p>Where request has originated from Immediate DSL work type – SQ Response from Enhanced SQ</p> <p>SQ: <Offering Name></p> <p>Service Number¹: <CSN></p> <p>Address¹:</p> <p><Address²></p> <p>Address Matched: <addressMatched⁵></p> <p>SQ Response: 'Manual'</p> <p><Error code> <Error text></p> <p>SQ Results</p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>SQ results returned from Telstra's core systems are inconclusive. Please submit a request in SQ delayed mode for manual assessment by Telstra Wholesale.</p> <p>Limiting Factors^{3,4}: <Group Attribute names></p> <p>Beyond Limits: <Limiting Factor></p> <p>Primary Network: <Limiting Factor></p> <p>Secondary Network: <Limiting Factor></p> <p>Line Interface: <Limiting Factor></p>	Null	SQ – Manual Assessment – Resubmit	<p>SQ Response was Manual where request has originated from LOLIG Immediate SQ Assessment</p> <p>A request submitted via LOLIG SQ Immediate. SQ result returned is Manual. Submit the request via the SQ Delayed mode for manual assessment by Telstra Wholesale.</p> <p>¹ Either Service Number or Address field displayed; i.e. display Service Number if CSN based SQ, display Address if Address based SQ</p> <p>² Address format as follows:</p> <p><Address Line 1 = Sub Address + “ ” + Street Number + “ ” + Street Name + “ ” + Street Type></p> <p><Address Line 2 = Abbreviated Locality></p> <p>³ Depending on the offering, one or more 'Limiting Factors' groups will be returned and displayed. Where multiple groups are returned, each group, in turn, will contain a heading i.e. <Group Attribute names>, which will display the offering's associated Speed/Deployment Class attribute names, comma separated. If only one Limiting Factors group is returned, then no heading will be displayed</p> <p>⁴ Only those Limiting factors with returned data will be displayed</p> <p>⁵ Note 'Yes' = Exact Address Match while 'Partial' = Partial Address Match</p>

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
112	Service Qualification	<p>Where request has originated from B2B – SQ Response from Enhanced SQ</p> <p>B2B</p> <p>SQ: <Offering Name></p> <p>Service Number¹: <CSN></p> <p>Address¹ :</p> <p><Address²></p> <p>Address Matched: <addressMatched⁵></p> <p>SQ Response: 'Error'</p> <p><Error code> <Error text></p> <p>SQ Results</p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Error encountered in SQ processing</p> <p>Limiting Factors^{3, 4}: <Group Attribute names></p> <p>Beyond Limits: <Limiting Factor></p> <p>Primary Network: <Limiting Factor></p> <p>Secondary Network: <Limiting Factor></p> <p>Line Interface: <Limiting Factor></p>	Null	SQ – System Error	<p>SQ Response was Error where request has originated from LOLIG Immediate SQ Assessment</p> <p>A request submitted via LOLIG SQ Immediate. SQ result returned is Error. Submit the request via the SQ Delayed mode for manual assessment by Telstra Wholesale.</p> <p>¹ Either Service Number or Address field displayed; i.e. display Service Number if CSN based SQ, display Address if Address based SQ</p> <p>² Address format as follows:</p> <p><Address Line 1 = Sub Address + “ ” + Street Number + “ ” + Street Name + “ ” + Street Type></p> <p><Address Line 2 = Abbreviated Locality></p> <p>³ Depending on the offering, one or more 'Limiting Factors' groups will be returned and displayed. Where multiple groups are returned, each group, in turn, will contain a heading i.e. <Group Attribute names>, which will display the offering's associated Speed/Deployment Class attribute names, comma separated. If only one Limiting Factors group is returned, then no heading will be displayed</p> <p>⁴ Only those Limiting factors with returned data will be displayed</p> <p>⁵ Note 'Yes' = Exact Address Match while 'Partial' = Partial Address Match</p>

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
113	Service Qualification	<p>Where SQ response has originated from Enhanced SQ SQ: <Offering Name> Service Number¹: <CSN> Address¹: <Address²> Address Matched: <addressMatched⁵> SQ Response: 'Fail' SQ Results Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text> Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text> Result:<Speed/DClass>, <SQ result>, <Available code>, <Available text></p> <p>Limiting Factors^{3,4}: <Group Attribute names> Beyond Limits: <Limiting Factor> Primary Network: <Limiting Factor> Secondary Network: <Limiting Factor> Line Interface: <Limiting Factor></p>	Null	SQ – High Level Fail	<p>SQ Response was Fail where request has originated from LOLIG Immediate SQ Assessment A request submitted via LOLIG SQ Immediate. SQ result returned is Fail. Submit the request via the SQ Delayed mode for manual assessment by Telstra Wholesale. ¹ Either Service Number or Address field displayed; i.e. display Service Number if CSN based SQ, display Address if Address based SQ ² Address format as follows: <Address Line 1 = Sub Address + “ ” + Street Number + “ ” + Street Name + “ ” + Street Type> <Address Line 2 = Abbreviated Locality> ³ Depending on the offering, one or more 'Limiting Factors' groups will be returned and displayed. Where multiple groups are returned, each group, in turn, will contain a heading i.e. <Group Attribute names>, which will display the offering's associated Speed/Deployment Class attribute names, comma separated. If only one Limiting Factors group is returned, then no heading will be displayed ⁴ Only those Limiting factors with returned data will be displayed ⁵ Note 'Yes' = Exact Address Match while 'Partial' = Partial Address Match</p>
114	Service Qualification – DSL ownership	<Service number>: Service Qualification cannot be completed due to change in service ownership.	Error Requires Correction	“SQ – DSL Ownership	DSL Ownership has changed while waiting on a Delayed SQ Result.
115	Service Qualification Cable Details	Cable Details: <Cable Details>	Null		This activity will be returned only as part of a LOLIG response, whenever cable details are associated with an SQ Offering
116	Service Rejected	Service Number Rejected Reason Rejection Notes	Null	Telstra rejects Service	Telstra Wholesale has Rejected an SP request.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
117	Service Rejected	Service Number: <CSN> SQ: <Offering Name> <Rejected Reason> <Rejected Notes>	Null	SQ – Low Level Fail – Service Rejected	SQ Assessment Low Level Fail. DSL is not available for the requested speed. Ie the requested speed is not available however another speed may be available.
118	Setting Alteration Validation	At least one setting must be changed	Null	“Product setting or setting value validation error.”	At least one setting must be changed for the product and action supplied,
119	To Time Not Greater Than From Time	Customer Requested Time To Not Greater Than Customer Requested Time From”	Null	“Customer Requested Time To Not Greater Than Customer Requested Time From”	Supplied Customer Requested Time To is not greater than Customer Requested Time From.
120	To Time Required with From Time	A Customer Requested Time To must be supplied when Customer Requested Time From is supplied	Null	“Customer Requested Time Validation”	A Customer Requested Time From has been supplied and Customer Requested Time To is missing.
121	Unable to Complete Service	Service Number: <Service Number> Unable To Complete Reason: <Unable to Complete Reason> Unable To Complete Notes: <Unable to Complete Notes>	Null	Telstra marks Service ‘Unable To Complete’	Telstra Wholesale is Unable to Complete the Service Request.
122	Unable to Complete Service	Service Number: <CSN> SQ: <Offering Name> <Unable to Complete Reason> <Unable to Complete Notes>	Null	SQ – High Level Fail – Service Unable to Complete	SQ Assessment High Level Fail. DSL is not available on service, as the SQ Assessment did not pass any speed.
123	Unable to Complete Service	Service Number “The request item has changed status to: “ <New Request Item Status>	Null	Request Item Status Changed as a result of a Manual Request Item status override.	Request Item cannot be completed.
124	Warned Product	<serv num> Securitel exists on this Service. Please contact 1800 032 316 prior to installation of DSL service.	Manual Provisioning Required	“Warned Product Detected” Warning across all channels.	Telstra advice that the service has a Product that has an associated warning.
125	Warned Product	<Activity Note as provided by the SP in the LOLIG request. >	Null	“SP Notifies that Service has a warned Product” LOLIG Acknowledgment of warning	SP provides acknowledgment that the service has a Warned Product and the confirmation to continue with the request.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
126	Withdrawal Received	Service Number: <Service Number> Withdrawal Reason: <Withdrawal Reason> Withdrawal Notes: <Withdrawal Notes> SP Contact Name: <SP Contact Name> SP Contact Number: <SP Contact Number>	Withdrawal requires Assessment	SP submit Withdrawal	SP has submitted a Withdrawal.
127	Work Type to Action Validation	LOLIG. No product actions are available for the selected work type	Null	"Work Type to action validation."	The action for the product is not allowed for the Work Type.
128	Work Type Validation	B2B Invalid Service - DSL cannot be provisioned on this service.	Null	'Work Type Validation'. B2B Web Services	SP does not own service and validation of DSL Work Types fails against the service:
129	Work Type Validation	B2B Invalid Service - The DSL product on this service cannot be configured. B2B Invalid Service - The DSL product on this service cannot be cancelled.	Null	'Work Type Validation'. B2B Web Services	SP does not own the service and validation of DSL Configuration or Cancel Work Type fails against the service.
130	Work Type Validation	B2B Invalid Service - Service already has DSL.	Null	'Work Type Validation'. B2B Web Services	SP owns the service and validation of DSL worktypes fails against the service because it already has DSL
131	Work Type Validation	B2B Invalid Service - Service not active.	Null	'Work Type Validation'. B2B Web Services	SP owns the service and validation of DSL worktypes fails against the service because the service is inactive.
132	Work Type Validation	B2B Invalid Service - PSTN Service is temporarily disconnected or pending temporary disconnection.	Null	'Work Type Validation'. B2B Web Services	SP owns the service and the validation of DSL worktypes fails against the service because of a disconnection status (ie it is temporarily disconnected or pending disconnection).
133	Work Type Validation	B2B Invalid Service - PSTS service is the prime of a line hunt group.	Null	'Work Type Validation'. B2B Web Services	SP owns the service and validation of DSL worktypes fails against the service because the service is the prime of a line hunt group.

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
134	Work Type Validation	B2B DSL does not exist on this Service.	Null	'Work Type Validation'. B2B Web Services	SP owns the service and validation of DSL Configuration or Cancel worktypes fails against the service because it doesn't have DSL.
135	Work Type Validation	B2B Work Type is not valid as the service is not available.	Null	'Work Type Validation'. B2B Web Services	SP owns the service and validation of DSL Configuration or Cancel worktypes fails against the service because the service is not available to the Telstra Wholesale Customer.
136	Work Type Validation	B2B Invalid Service – PSTS service is an auxiliary.	Null	'Work Type Validation'. B2B Web Services	SP owns service and validation of DSL worktypes fails against the service because EasyCall Multiple Number or Faxstream Duet exists for the service.
137	Work Type Validation	<Service Number> Duplicate CSN - This Request already contains a Request Item for this CSN.	Null	"Duplicate CSN Request Items Detected." LOLIG Web Service	Service Number exists in another request item in the request.
138	Work Type Validation	<serv num> Invalid Service - Service Not Owned	Null	"SP Does Not Own Service." LOLIG Web Services	SP does not own the service and validation of Work Type fails against the service.
139	Work Type Validation	<serv num> Invalid Service - Service Not Active	Null	"Service Not Active Detected." LOLIG Web Services	SP owns the service and validation of the Work Type fails against the service because the service is inactive.
140	Work Type Validation	<serv num> Invalid Service - Service not valid for this Work Type	Null	"Service Not Active Detected." LOLIG Web Services	SP does not own the service and validation of Work Type fails against the service.
141	Work Type Validation	<serv num> Invalid Service - Service not valid for this Work Type	Null	"Service Temp Disconnected." LOLIG Web Services	SP does not own the service and validation of Work Type fails against the service.
142	Work Type Validation	<serv num> Invalid Service - Service is temporarily disconnected or pending temporary disconnection	Null	"Service Temp Disconnected." LOLIG Web Services	SP owns the service and validation of the Work Type fails against the service because it is temporarily disconnected or pending temporary disconnection.
143	Work Type Validation	<serv num> Invalid Service - Service is not temporarily disconnected.	Null	"Service Not Temp Disconnected." LOLIG Web Services	Validation of the Work Type fails because the service is not temporarily disconnected

TELSTRA WHOLESALE

Ref	Description	Activity Notes	Reason	Business Event	Business Explanation
144	Work Type Validation	<serv num> Invalid Service - Service has been temporarily disconnected via Credit Manage a Service Work Type	Null	"Service has been Temp Disconnected via Credit Management" LOLIG Web Services	Validation of the Work Type fails because the service has been temporarily disconnected via Credit Management
145	Work Type Validation	<serv num> Invalid Service - Service is the Prime of a Line Hunt Group	Null	"Service has been found to be Prime of Line Hunt" LOLIG Web Services	SP owns the service and validation of the Work Type fails against the service because the service is the prime of a line hunt group.
146	Work Type Validation	<serv num> Invalid Service - Service is an Auxiliary of a Multi Number or Faxstream Duet	Null	"Service has been found to be an Auxiliary Service" LOLIG Web Services	SP owns the service and validation of the Work Type fails against the service because EasyCall Multiple Number or Faxstream Duet exists for the service.
147	Work Type Validation	<serv num> Invalid Service - Service not valid for this Work Type	Null	"Line Type Invalid or MultiLine or Faxstream Detected." LOLIG Web Services	SP does not own the service and validation of Work Type fails against the service.
148	Work Type Validation	The Service Providers involved in this transaction are: Gaining SP is 'xxxxx' and the Losing SP is 'xxxxxx'	Null	'Work Type Validation'. DSL Transfer/Reversal	Where there is no error:
149	Work Type Validation	No DSL exists - There is no DSL on this Service	Error Requires Correction	'Work Type Validation'. DSL Transfer/Reversal	Where there are no DSL PCMS codes on the service:
150	Work Type Validation	DSL product not transferable - The DSL Product on this service is not Transferable	Error Requires Correction	'Work Type Validation'. DSL Transfer/Reversal	Where the DSL product on the service is not transferable
151	Work Type Validation	DSL already owned - Cannot proceed with Transfer Request because product already owned by SP	Error Requires Correction	'Work Type Validation'. DSL Transfer/Reversal	Where the SP owns the DSL PCMS codes on the service
152	Work Type Validation	SP not Authorised - The other Service Provider is not subscribed to use this Work Type in LOLO	Error Requires Correction	DSL Transfer/Reversal	Where the other Service Provider has not subscribed for this work type:
153	Work Type Validation	Date Invalid (Transfer) - Customer Authorisation Date out of range	Error Requires Correction	'Work Type Validation'. DSL Transfer	Where the Transfer Authorisation Date is not valid:
154	Work Type Validation	Date Invalid (Reversal) - Date of Invalid Transfer is out of range	Error Requires Correction	'Work Type Validation'. DSL Reversal	Where the Date of the Invalid Transfer is outside valid range:
155	Work Type Validation	LSP not supplied (Reversal)	Error Requires Correction	'Work Type Validation'. DSL Reversal	Where LSP Name is not supplied in LOLIG request:

DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

If you have any questions regarding this document contact:

Name: Keith Berry

Designation: LinxOnline Training Manager

Phone: (07) 34552060

Issue No.	Issue Date	Nature of Amendment
1	30/06/2010	First Issue