



How to: Cancel a DSL-L2 Service

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1 How To Cancel A DSL Service

This document details the LOLIG web service calls to make in order to cancel a DSL service. The scenario outlined is for a simple case and is to give the reader an overall view of the steps involved and the order in which they need to be carried out.

1.1 State Information

The creation of a new DSL service involves a single standalone web service transaction. This means there is no state information maintained in the process.

1.2 Immediate vs Delayed Transactions

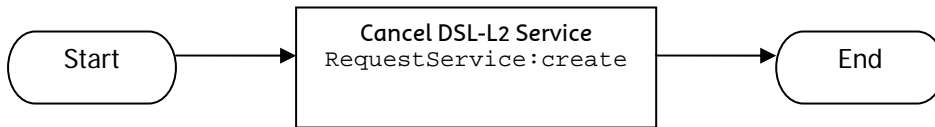
LOLIG allows two modes of transactions for DSL operations. They are immediate mode and delayed mode.

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

Alternately, in *Delayed Mode*, the Telstra Reference Number (Request Number) and Request Item Id(s) are returned after processing. Details of request processing can be subsequently obtained by querying the request using RequestService:enquire or RequestItemService:enhancedEnquire..

2 Web Service Transaction Flow

To cancel a DSL-L2 service, a standalone LOLIG transaction is used – RequestService:Create.



3 Descriptions & XML Examples

| 3.1 Immediate Mode Cancel DSL-L2 Service | |
|--|---|
| Web Service: | RequestService:create |
| Description: | This is the simplest way to cancel a DSL-L2 service in immediate mode. In this scenario the Customer Requested Data has not been specified. |
| Example Request: | |
| <pre> <RCreateRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <request> <spReferenceNumber>1234</spReferenceNumber> <spContactName>Joe Company</spContactName> <spPhoneNumber>0399991111</spPhoneNumber> <customerContactName>Homer Simpson</customerContactName> <customerPhoneNumber>0288882222</customerPhoneNumber> <requestItems> <siteDetail> <contactName>Homer Simpson</contactName> <contactPhoneNumber>0288882222</contactPhoneNumber> </siteDetail> <workTypeDescription>Cancel DSL</workTypeDescription> <service> <customerServiceNumber>0398997304</customerServiceNumber> <products> <name>DSL-L2</name> <action>Remove</action> <settings> <name>Customer Domain Name</name> <value>N0000001K</value> </settings> <settings> <name>Virtual Path (VP)</name> <value>008</value> </settings> <settings> <name>Virtual Circuit (VC)</name> <value>00035</value> </settings> </products> </service> </requestItems> </request> </RCreateRequest> </pre> | |

Example Response:

```

<RCreateResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10">
  <response>
    <channelType>Web Services</channelType>
    <spName>Service Provider A</spName>
    <telstraRef>12933654</telstraRef>
    <customerContactName>Harry Cooper</customerContactName>
    <customerPhone>0269991234</customerPhone>
    <spReferenceNumber>22818</spReferenceNumber>
    <applicationDate>2004-07-06</applicationDate>
    <spContactName>Smiley Face</spContactName>
    <spPhoneNumber>0386051862</spPhoneNumber>
    <projectID>LOLIG R3.3</projectID>
    <requestStatusDescription>Active</requestStatusDescription>
    <notesText>This is note text.</notesText>
    <activities>
      <activityId>20729249</activityId>
      <createTimeStamp>2004-05-05T05:45:58.000Z</createTimeStamp>
      <userName>Terry</userName>
      <description>Request Submission</description>
    </activities>
    <requestItems>
      <requestItemId>12355321</requestItemId>
      <siteDetail>
        <contactName>Larry Smith</contactName>
        <contactPhoneNumber>0419991234</contactPhoneNumber>
        <address>
          <customerName>Dirk Hartog</customerName>
          <subAddressType>Level</subAddressType>
          <subAddressNumber>1</subAddressNumber>
          <additionalAddress>Fawlty Towers</additionalAddress>
          <streetNumber>90</streetNumber>
          <streetNumberSuffix>A</streetNumberSuffix>
          <streetName>Collins</streetName>
          <streetType>ST</streetType>
          <streetSuffix>North</streetSuffix>
          <locality>Melbourne</locality>
          <postCode>3001</postCode>
        </address>
      </siteDetail>
      <appointment>
        <from>2004-07-05T23:31:46.000Z</from>
        <to>2004-07-06T00:01:46.000Z</to>
      </appointment>
      <customerRequestedDate>
        <from>2004-07-05T23:31:46.000Z</from>
        <to>2004-07-06T03:31:46.000Z</to>
      </customerRequestedDate>
      <workTypeDescription>Cancel DSL</workTypeDescription>
      <notes>Note 1 - Cancellation of DSL - L2.</notes>
      <requestItemStatusDescription>In Progress</requestItemStatusDescription>
      <service>
        <customerServiceNumber>0269991234</customerServiceNumber>
        <products>
          <name>DSL-L2</name>
          <action>Remove</action>
        </products>
      </service>
      <activities>
        <activityId>28365725</activityId>
        <createTimeStamp>2004-07-06T09:31:46.000Z</createTimeStamp>
        <note>B2B 12345678 in Immediate Mode</note>
        <userName>Hiawatha</userName>
        <description>B2B Product Request notification</description>
      </activities>
      <orderItems>
        <orderNumber>12312345</orderNumber>
        <segmentType>MOD</segmentType>
        <segmentNumber>1</segmentNumber>
        <segmentStatus> </segmentStatus>
      </orderItems>
      <orderItems>
        <orderNumber>12312345</orderNumber>
        <segmentType>MOD</segmentType>

```

```

        <segmentNumber>1</segmentNumber>
        <segmentStatus>In Progress</segmentStatus>
    </orderItems>
</requestItems>
</response>
</RCreateResponse>
    
```

3.2 Delayed Mode Cancel DSL-L2 Service

Web Service: RequestService:create

Description: This is the simplest way to cancel a DSL-L2 service in delayed mode. In this scenario the Customer Requested Data has not been specified.

Example Request:

```

<RCreateDelayedRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10">
  <request>
    <spReferenceNumber>1234</spReferenceNumber>
    <spContactName>Joe Company</spContactName>
    <spPhoneNumber>0399991111</spPhoneNumber>
    <customerContactName>Homer Simpson</customerContactName>
    <customerPhoneNumber>0288882222</customerPhoneNumber>
    <requestItems>
      <siteDetail>
        <contactName>Homer Simpson</contactName>
        <contactPhoneNumber>0288882222</contactPhoneNumber>
      </siteDetail>
      <workTypeDescription>Cancel DSL</workTypeDescription>
      <service>
        <customerServiceNumber>0398997304</customerServiceNumber>
        <products>
          <name>DSL-L2</name>
          <action>Remove</action>
          <settings>
            <name>Customer Domain Name</name>
            <value>N0000001K</value>
          </settings>
          <settings>
            <name>Virtual Path (VP)</name>
            <value>008</value>
          </settings>
          <settings>
            <name>Virtual Circuit (VC)</name>
            <value>00035</value>
          </settings>
        </products>
      </service>
    </requestItems>
  </request>
</RCreateDelayedRequest>
    
```

Example Response:

```

<RCreateDelayedResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10">
  <response>
    <telstraRef>12341111</telstraRef>
    <spReferenceNumber>spReferenceA</spReferenceNumber>
    <requestItemIds>4395111</requestItemIds>
  </response>
</RCreateDelayedResponse>
    
```

4 Request Parameter Definitions

| | |
|--------------------------------------|---|
| <request> | |
| <spReferenceNumber> | Service Provider specific number, provided to allow SP to track the order with own keys. This is not used by Telstra. |
| <spContactName> | Name of a contact person from the Service Provider and not the SP or company name. |
| <spPhoneNumber> | The Service Provider contact phone number. |
| <customerContactName> | The end user's name. |
| <customerPhoneNumber> | The end user's contact phone number. |
| <requestItems> | |
| <siteDetail> | |
| <contactName> | The end user's name. |
| <contactPhoneNumber> | The end user's contact phone number. |
| </siteDetail> | |
| <workTypeDescription> | Cancel DSL |
| <service> | |
| <customerServiceNumber> | The CSN the DSL-L2 service will be on. |
| <products> | |
| <name> | DSL-L2 |
| <action> | Remove |
| <settings> | |
| <name> | Customer Domain Name |
| <value> | The Service Provider's NK number. |
| </settings> | |
| <settings> | |
| <name> | Virtual Path (VP) |
| <value> | 008 <standard setting but this may differ between Service Provider's> |
| </settings> | |
| <settings> | |
| <name> | Virtual Circuit (VC) |
| <value> | 00035 <standard setting but this may differ between Service Provider's> |
| </settings> | |
| </products> | |
| </service> | |
| </requestItems> | |
| </request> | |

Legend:

Black – Description of parameter.

Bold – Actual Value to use.

Green – optional parameter.

5 DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

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