



How to: Create an External Relocation for a PSTN Service

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1 How To Perform An EREL For A PSTN Service

This document details the LOLIG web service calls to make in order to perform an External Relocation (EREL) for a PSTN service. The scenario outlined is for a simple case and provides an overall view of the steps involved and the order in which they need to be carried out.

For more detailed scenarios refer to the LOLIG Design Guide.

1.1 State Information

Performing an External Relocation involves calling a sequence of web services that share information between them. At any given point in the process the information previously and currently sent is referred to as "state." It is important that state between web service calls are maintained, as outputs from one web service call can be used as inputs into the next or subsequent web services further along the process.

1.2 Terminating the EREL Process

If the client decides to terminate the External Relocation process (prior to final submission) for whatever reason, a call to the web service `RequestService:cancelMultiStep` must be done. This is also true if there are network problems and the client times out. If it is decided to terminate the process due to network issues, a call to `RequestService:cancelMultiStep` should be attempted. Alternatively, when the network resumes, and the client wishes to start a new multi-step process, then a call should be first made to `RequestService:cancelMultiStep` to ensure that the previous request has been closed off. In this case, the client can ignore any SOAP errors that may be returned such as Request Item does not exist.

For more information refer to section 8.2 of the LOLIG Design Guide.

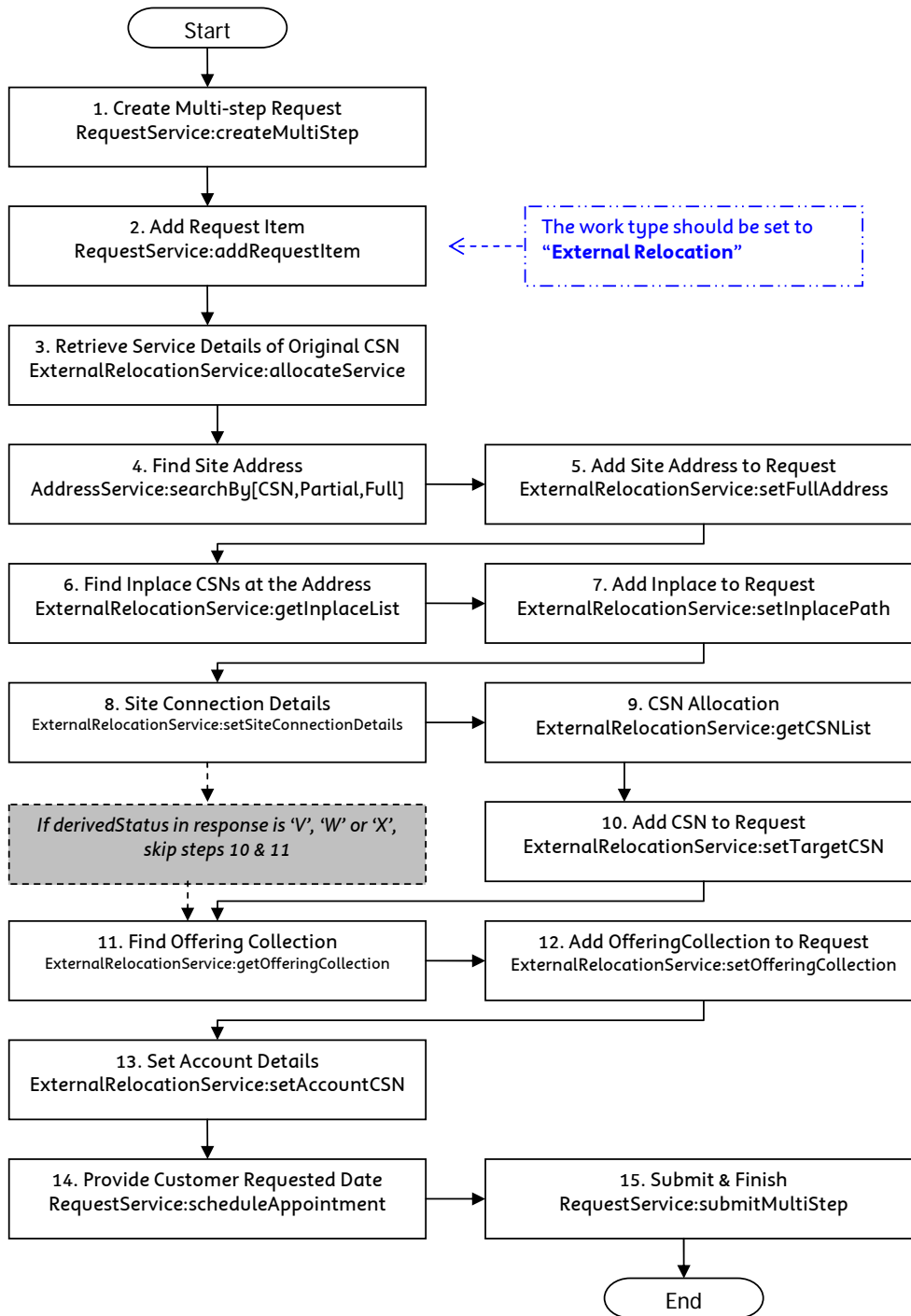
1.3 Re-Entering the Multi-step Process

In some situations the multi-step process may halt or pause, or may need to go back several steps (for example, obtaining more information or details from the end user). In such a case it is important that re-entering the multi-step process flow occur at the appropriate point.

For detailed information on the re-entry process, refer to section 8.3 in the LOLIG Design Guide.

2 Web Service Transaction Flow

To perform an External Relocation for a PSTN service, several multi-step conversational LOLIG transactions are used. A simple scenario is shown below (warnings, errors, etc are not shown).



3 Descriptions & XML Examples

3.1 Create Multi-step Request	
Web Service:	RequestService:createMultiStep
Description:	This initialises LOLIG for a multi-step process (i.e. creates space for state data, creates timers etc). Contact details of the SP and end user are submitted in this step. Returns <telstraRef>, which needs to be saved and sent in Step 2.
Example Request:	
<pre><RCreateMultiStepRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <request> <spReferenceNumber>1234</spReferenceNumber> <spContactName>Homer Simpson</spContactName> <spPhoneNumber>0399991111</spPhoneNumber> <projectID>123</projectID> <customerContactName>Marge Simpson</customerContactName> <customerPhoneNumber>0388638002</customerPhoneNumber> <mediumEntry>I</mediumEntry> </request> </RCreateMultiStepRequest></pre>	
Example Response:	
<pre><RCreateMultiStepResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <telstraRef>12345679</telstraRef> <nextOperation>RequestService:cancelMultiStep</nextOperation> <nextOperation>RequestService:addRequestItem</nextOperation> </RCreateMultiStepResponse></pre>	

3.2 Add Request Item	
Web Service:	RequestService:addRequestItem
Description:	<p>All information for an order is encapsulated in a high level structure called a Request Item. This step creates an initial request item for the order and returns <requestItemId>, which needs to be saved and sent in subsequent calls</p> <p>Only two parameters required in this call: The telstraRef as received in Step 1. The work type description: External Relocation.</p>
Example Request:	
<pre><RAddRequestItemRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <telstraRef>12345679</telstraRef> <workTypeDescription>External Relocation</workTypeDescription> </RAddRequestItemRequest></pre>	
Example Response:	
<pre><RAddRequestItemResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItemId>654321012</requestItemId> <nextOperation>NewServiceService:cancelRequestItem</nextOperation> <nextOperation>NewServiceService:setServiceTemplate</nextOperation> <nextOperation>RequestService:cancelMultiStep</nextOperation> </RAddRequestItemResponse></pre>	

3.3 Retrieve Service Details of Original CSN	
Web Service:	ExternalRelocationService:allocateService
Description:	This transaction will assess whether the provided Customer Service Number can be utilised as part of an External Relocation work flow and if so will capture it as the Original CSN. For an External Relocation the Customer Service Number represents the CSN that is to be relocated (& thus requires disconnection at the current address, when the External Relocation Request Item is submitted). This call will return the service details associated with the original CSN. Returns address details <address>, which needs to be saved and sent in Step 4.
Example Request:	
<pre> <ERAllocateServiceRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000010</requestItemId> <originalCSN>0299991111</originalCSN> </requestItem> </ERAllocateServiceRequest> </pre>	
Example Response:	
<pre> <ERAllocateServiceResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <address> <subAddressType>BASE</subAddressType> <subAddressNumber>1</subAddressNumber> <additionalAddress>Victoria Mall</additionalAddress> <streetNumber>100</streetNumber> <streetNumberSuffix>A</streetNumberSuffix> <streetName>Bridge</streetName> <streetType>RD</streetType> <streetSuffix>EAST</streetSuffix> <locality>NEWPORT</locality> <postCode>3015</postCode> <serviceName>Telstra</serviceName> </address> <nextOperation>ExternalRelocationService:cancelRequestItem</nextOperation> <nextOperation>ExternalRelocationService:setFullAddress</nextOperation> </ERAllocateServiceResponse> </pre>	

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3.4 Find Site Address	
Web Service:	AddressService.searchBy[CSN,Partial,Full]
Description:	In order to do the relocation, the end user's address needs to be specified. Search for the End user address using one of the AddressService operations.
Example Request:	
<pre><ADSearchByPartialRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <address> <streetName>Evergreen</streetName> <locality>SYNDAL</locality> <postCode>4111</postCode> </address> </ADSearchByPartialRequest></pre>	
Example Response:	
<pre><ADSearchByPartialResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <address> <rangeType>ODD</rangeType> <streetNumberLower>00000101</streetNumberLower> <streetNumberLowerSuffix>A</streetNumberLowerSuffix> <streetNumberUpper>00000233</streetNumberUpper> <streetName>High</streetName> <streetType>ST</streetType> <locality>SYNDAL</locality> <postCode>3150</postCode> <exchangeServiceArea>SYRA</exchangeServiceArea> <facRealm>33</facRealm> </address> <address> <rangeType>EVEN</rangeType> <streetNumberLower>00000102</streetNumberLower> <streetNumberLowerSuffix>A</streetNumberLowerSuffix> <streetNumberUpper>00000264</streetNumberUpper> <streetNumberUpperSuffix>A</streetNumberUpperSuffix> <streetName>High</streetName> <streetType>ST</streetType> <locality>Syndal</locality> <postCode>3150</postCode> <exchangeServiceArea>SYRA</exchangeServiceArea> <facRealm>33</facRealm> </address> <address> <rangeType>EVEN</rangeType> <streetNumberLower>00000252</streetNumberLower> <streetNumberLowerSuffix>A</streetNumberLowerSuffix> <streetNumberUpper>00000502</streetNumberUpper> <streetNumberUpperSuffix>A</streetNumberUpperSuffix> <streetName>High</streetName> <streetType>ST</streetType> <locality>Syndal</locality> <postCode>3150</postCode> <exchangeServiceArea>SYRA</exchangeServiceArea> <facRealm>33</facRealm> </address> </ADSearchByPartialResponse></pre>	

3.5 Add Site Address to Request	
Web Service:	ExternalRelocationService:setFullAddress
Description:	Use the address returned in Step 4, and add the address details to the request by specifying the <requestItemId> (from Step 2) and the address details returned from Step 4.
Example Request:	
<pre><ERSetFullAddressRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItemId>10000010</requestItemId> <address> <streetName>Evergreen</streetName> <streetType>Terrace</streetType> <locality>Springfield</locality> <postCode>4111</postCode> </address> <customerDetails> <customerName>Homer Simpson</customerName> <siteContactName>Marge Simpson</siteContactName> <siteContactPhone>0399991111</siteContactPhone> </customerDetails> </ERSetFullAddressRequest></pre>	
Example Response:	
<pre><ERSetFullAddressResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <nextOperation>ExternalRelocationService:cancelRequestItem</nextOperation> <nextOperation>ExternalRelocationService:getInplaceList</nextOperation> </ERSetFullAddressResponse></pre>	

3.6 Find Inplace CSNs at the Address	
Web Service:	ExternalRelocationService:getInplaceList
Description:	<p>This operation will retrieve all the active/inactive PSTN services at the address specified in Step 5. The only parameter is the requestItemId which Step 5 operated on.</p> <p>The data to watch for in the response are:</p> <ol style="list-style-type: none"> inplaceId (save it as it will be sent in Step 7). customerServiceNumber status – I for inactive
Example Request:	
<pre><ERGetInplaceListRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItemId>10000010</requestItemId> </ERGetInplaceListRequest></pre>	
Example Response:	
<pre><ERGetInplaceListResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <inplaceDetails> <inplaceId>inplaceId1</inplaceId> <customerServiceNumber>0399638018</customerServiceNumber> <derivedStatus>I</derivedStatus> <status>I</status> <availability>2005-10-04</availability> <preProvisionedFlag>Y</preProvisionedFlag> <mdfId>mdfId</mdfId> <address> <subAddressType>SHOP</subAddressType> <subAddressNumber>1</subAddressNumber> <additionalAddress>VICTORIA MALL</additionalAddress> <streetNumber>1</streetNumber> <streetNumberSuffix>A</streetNumberSuffix> <streetName>BRIDGE</streetName> </address> </inplaceDetails> </ERGetInplaceListResponse></pre>	

```

<streetType>RD</streetType>
<streetSuffix>EAST</streetSuffix>
<locality>BENDIGO</locality>
<postCode>3550</postCode>
</address>
</inplaceDetails>
<nextOperation>ExternalRelocationService:cancelRequestItem</nextOperation>
<nextOperation>ExternalRelocationService:setInplacePath</nextOperation>
</ERGetInplaceListResponse>
    
```

3.7 Add Inplace to Request	
Web Service:	ExternalRelocationService:setInplacePath
Description:	<p>Use this step to select which inplace CSN to use for the new PSTN service. Two parameters required: the <code>requestItemId</code> from Step 2, and the <code>inplaceId</code> from Step 6.</p> <p>If you do not want to use one of the listed inplace CSN returned in Step 6, you can create a new inplace by setting the second parameter (<code><inplaceSelection></code>) to "New Line".</p> <p>If there is some problem you can set the second parameter to "TW Assessment".</p> <p>This returns the <code><siteConnectionDetails></code> which needs to be saved and used in the next step.</p>
Example Request:	
<pre> <ERSetInplacePathRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000010</requestItemId> <inplaceSelection>New Line</inplaceSelection> </requestItem> </ERSetInplacePathRequest> </pre>	
Example Response:	
<pre> <ERSetInplacePathResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <siteConnectionDetails> <fieldWorkRequired>N</fieldWorkRequired> <siteConnectionPoints> <siteConnectionId>23456791</siteConnectionId> <description>PSTN Connection with Tech Visit</description> <feeForServiceRequired xsi:type="xsd:boolean">1</feeForServiceRequired> <contractorNameRequired xsi:type="xsd:boolean">0</contractorNameRequired> <contractorPhoneRequired xsi:type="xsd:boolean">0</contractorPhoneRequired> <defaultSCP xsi:type="xsd:boolean">1</defaultSCP> </siteConnectionPoints> </siteConnectionDetails> <nextOperation>ExternalRelocationService:cancelRequestItem</nextOperation> <nextOperation>ExternalRelocationService:setInplacePath</nextOperation> <nextOperation>ExternalRelocationService:confirmInplacePathWarning</nextOperation> <nextOperation>ExternalRelocationService:setSiteConnectionDetails</nextOperation> </ERSetInplacePathResponse> </pre>	

3.8 Site Connection Details	
Web Service:	ExternalRelocationService:setSiteConnectionDetails
Description:	Assign the <siteConnectionId> returned in Step 7 to the request. Three mandatory parameters are: <ul style="list-style-type: none"> a) requestItemId (from Step 2) b) siteConnectionId (from Step 7) c) firstLinePremises – true if this service is to be the first line at the address.
Example Request:	
<pre><ERSetSiteConnectionDetailsRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000010</requestItemId> <siteConnectionId>1234</siteConnectionId> <firstLineinPremises>>false</firstLineinPremises> </requestItem> </ERSetSiteConnectionDetailsRequest></pre>	
Example Response:	
<pre><ERSetSiteConnectionDetailsResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <nextOperation>ExternalRelocationService:cancelRequestItem</nextOperation> <nextOperation>ExternalRelocationService:getCSNList</nextOperation> <nextOperation>ExternalRelocationService:setFullAddress</nextOperation> </ERSetSiteConnectionDetailsResponse></pre>	

3.9 CSN Allocation	
Web Service:	ExternalRelocationService:getCSNList
Description:	This retrieves a list of available CSNs that can be used as the CSN for the new service. There are two mandatory parameters: <ul style="list-style-type: none"> a) requestItemId (from Step 2) b) timezone (Australian State abbreviation) (Note: It is possible that no CSNs are returned).
Example Request:	
<pre><ERGetCSNListRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000010</requestItemId> <timezone>VIC</timezone> </requestItem> </ERGetCSNListRequest></pre>	
Example Response:	
<pre><ERGetCSNListResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <availableServices>0350000020</availableServices> <availableServices>0350000021</availableServices> <availableServices>0350000022</availableServices> <availableServices>0350000023</availableServices> <availableServices>0350000024</availableServices> <availableServices>0350000025</availableServices> <availableServices>0350000026</availableServices> <availableServices>0350000027</availableServices> <availableServices>0350000028</availableServices> <availableServices>0350000029</availableServices> <nextOperation>ExternalRelocationService:cancelRequestItem</nextOperation> <nextOperation>ExternalRelocationService:getCSNList</nextOperation> <nextOperation>ExternalRelocationService:setTargetCSN</nextOperation> </ERGetCSNListResponse></pre>	

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3.10 Add CSN to Request	
Web Service:	ExternalRelocationService:setTargetCSN
Description:	Use this step to select a CSN from the list returned in Step 9 (the selected CSN must be in the list). Two parameters: the <code>requestItemId</code> from Step 2 (mandatory), and a <code>targetCSN</code> from Step 9 (optional). If no CSNs were returned in Step 9, then omit the second parameter.
Example Request:	
<pre><ERSetTargetCSNRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000010</requestItemId> <targetCSN>0399991111</targetCSN> </requestItem> </ERSetTargetCSNRequest></pre>	
Example Response:	
<pre><ERSetTargetCSNResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <nextOperation>ExternalRelocationService:cancelRequestItem</nextOperation> <nextOperation>ExternalRelocationService:setFullAddress</nextOperation> <nextOperation>ExternalRelocationService:getOfferingCollection</nextOperation> </ERSetTargetCSNResponse></pre>	

3.11 Find Offering Collection	
Web Service:	ExternalRelocationService:getOfferingCollection
Description:	This step is used to retrieve an initial set of products which are to be placed on the new service. One parameter: the <code>requestItemId</code> from Step 2 (mandatory),
Example Request:	
<pre><ERGetOfferingCollectionRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItemId>10000010</requestItemId> </ERGetOfferingCollectionRequest></pre>	
Example Response:	
<pre><ERGetOfferingCollectionResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <product> <productName>PSTS Line</productName> <systemAction>Add</systemAction> <validActions>Change</validActions> <settings> <settingName>Line Type</settingName> <settingValue>Residential</settingValue> </settings> </product> <product> <productName>Network Access</productName> <systemAction>Add</systemAction> <validActions>Change</validActions> <settings> <settingName>Access Level</settingName> <settingValue>NA0: LOCAL, TK OP, STD, VAS & amp; 0011</settingValue> </settings> </product> <product> <productName>Icecream Residential</productName> <systemAction>Add</systemAction> <validActions>Change</validActions> </product> <nextOperation>ExternalRelocationService:cancelRequestItem</nextOperation> <nextOperation>ExternalRelocationService:setOfferingCollection</nextOperation> </ERGetOfferingCollectionResponse></pre>	

3.12 Add OfferingCollection to Request	
Web Service:	ExternalRelocationService:setOfferingCollection
Description:	Step 11 returned the products that are to be placed on the new service, but if you wish to add/change/delete any of these products, then this step can do it. Two parameters: the <code>requestItemId</code> from Step 2 (mandatory), and a list of products and their settings.
Example Request:	
<pre> <ERSetOfferingCollectionRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItemId>10000010</requestItemId> <product> <productName>MyProduct</productName> <action>ADD</action> <settings> <settingName>SettingOne</settingName> <settingValue>Fast</settingValue> </settings> <settings> <settingName>SettingTwo</settingName> <settingValue>Super</settingValue> </settings> <settings> <settingName>SettingThree</settingName> <settingValue>B432</settingValue> </settings> </product> </ERSetOfferingCollectionRequest> </pre>	
Example Response:	
<pre> <ERSetOfferingCollectionResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <product> <productName>Directory Details</productName> <action>Add</action> </product> <nextOperation>ExternalRelocationService:setFullAddress</nextOperation> <nextOperation>ExternalRelocationService:setNewAccountDetails</nextOperation> <nextOperation>ExternalRelocationService:setAccountCSN</nextOperation> </ERSetOfferingCollectionResponse> </pre>	

3.13 Set Account Details	
Web Service:	ExternalRelocationService:setAccountCSN
Description:	<p>Now that the service has been configured, all that is left to do is to associate it with a billing account. This step allows you to specify the billing account by way of the associated CSN. Two mandatory parameters: the requestItemId from Step 2, and the CSN.</p> <p>Once LOLIG has set the account details, it returns the list of appointment types for the order (and also activities). The appointmentType should be saved as it is used in Step 14.</p>
Example Request:	
<pre><ERSetAccountCSNRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <requestItem> <requestItemId>10000010</requestItemId> <customerServiceNumber>0399991111</customerServiceNumber> </requestItem> </ERSetAccountCSNRequest></pre>	
Example Response:	
<pre><ERSetAccountCSNResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <accountCSNDetail> <customerName>Shane Warne</customerName> <serviceName>Shane Warne</serviceName> <siteAddress> <streetNumber>12</streetNumber> <streetName>CENTRE</streetName> <streetType>RD</streetType> <locality>BALWYN NORTH</locality> <postCode>3104</postCode> </siteAddress> </accountCSNDetail> <nextOperation>ExternalRelocationService:cancelRequestItem</nextOperation> <nextOperation>ExternalRelocationService:setFullAddress</nextOperation> <nextOperation>ExternalRelocationService:setAccountCSN</nextOperation> <nextOperation>ExternalRelocationService:confirmAccountCSN</nextOperation> <nextOperation>ExternalRelocationService:setNewAccountDetails</nextOperation> </ERSetAccountCSNResponse></pre>	

3.14 Provide Customer Requested Date	
Web Service:	RequestService:scheduleAppointment
Description:	In order to finalise the order an appointment needs to be made. Two mandatory parameters: the telstraRef from Step 1, and the crdInformation. The crdInformation contains the requestItemId from Step 2, the connection date and the disconnection date.
Example Request:	
<pre> <RScheduleAppointmentRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <request> <telstraRef>12345679</telstraRef> <crdInformation> <requestItemId>10000010</requestItemId> <connectionCRDInfo> <crd>2006-07-12</crd> <timeslot>AM</timeslot> </connectionCRDInfo> <disconnectionCRDInfo> <crd>2006-07-17</crd> <timeslot>PM</timeslot> </disconnectionCRDInfo> </crdInformation> </request> </RScheduleAppointmentRequest> </pre>	
Example Response:	
<pre> <RScheduleAppointmentResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <response> <appointment> <component>Connection</component> <commitmentReferenceNumber>300000002</commitmentReferenceNumber> <type>Exchange</type> <timeperiod> <from>2005-01-01T00:09:00.001Z</from> <to>2005-01-01T00:11:00.001Z</to> </timeperiod> <alternateTimeslot>PM</alternateTimeslot> <requestItemId>10000010</requestItemId> </appointment> <nextOperation>RequestService:cancelMultiStep</nextOperation> <nextOperation>RequestService:deleteRequestItem</nextOperation> <nextOperation>RequestService:scheduleAppointment</nextOperation> <nextOperation>RequestService:rescheduleAppointment</nextOperation> <nextOperation>RequestService:submitMultiStep</nextOperation> </response> </RScheduleAppointmentResponse> </pre>	

3.15 Submit & Finish	
Web Service:	RequestService:submitMultiStep
Description:	Everything is complete, so simply submit the order to LOLIG. There is one mandatory parameter: the telstraRef from Step 1. Notes can also be added to the order as an optional second parameter.
Example Request:	
<pre> <RSubmitMultiStepRequest xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <telstraRef>12345679</telstraRef> <requestNotes>this is some notes</requestNotes> <requestItemNotes> <requestItemId>10000010</requestItemId> <notes>blah blah blah</notes> </requestItemNotes> </RSubmitMultiStepRequest> </pre>	
Example Response:	
<pre> <RSubmitMultiStepResponse xmlns="http://telstra.com/lolo2/b2b/parts/2004/10/10"> <result>1</result> <associateRequestDetails> <requestItemId>10000010</requestItemId> <associateTelstraRef>12345679</associateTelstraRef> </associateRequestDetails> </RSubmitMultiStepResponse> </pre>	

4 DOCUMENT CONTROL SHEET

Contact for Enquiries and Proposed Changes

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