



# Specialty Lines via API

USER GUIDE | FEBRUARY 2025

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# Revision History

VERSION	DATE	DESCRIPTION	AUTHOR
1.0	2023-02-07	Document creation	Yukiko Nicholson
1.1	2024-02-15	Updated formatting	Ashley Roney
1.2	2025-02-06	Added Intended Audience section	Jake Friedberg

# Intended Audience

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This document's intended audience is for those who are integrating with the Alianza Platform. It is designed to provide the necessary tools and guidelines to help users effectively interact with our API, build integrations and leverage our platform to enhance their applications and services.

## About Alianza's APIs

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Alianza has many public APIs that can be used for partition and account orchestration. To view our full suite of APIs, with code examples, please view our public API documentation: <https://developer.alianza.com/provisioning-api>

For an overview of our API solution, see [Alianza's Provisioning APIs](#) data sheet.

Additionally, Alianza provides a beta environment for customers to develop in a non-production environment. Talk to your Alianza representative to have a beta partition created with settings that mimic those of your production environment. The beta environment is not an exact copy of the production environment, and IDs of key elements are different including *PartitionId*, *CarrierId*, *CallingPlanId*.

If you have any questions regarding our public APIs, please contact your Customer Success Manager or sales representative for assistance.

## Authentication/Working with Tokens

Before using the Alianza API, an authentication call must be made to acquire a token. The token is passed in the X-AUTH-TOKEN header in each subsequent call. Tokens are valid for 8 hours from the last use.

<b>POST</b>	/v2/authorize
-------------	---------------

### POST BODY

NAME	DESCRIPTION OF VALUE
<b>username</b>	Alianza platform account needed to access platform. It is recommended to create an account used only by the API. Username is an email address. (string)

---

**password** Password assigned to the username. (string)

---

## RESPONSE BODY

NAME	DESCRIPTION OF VALUE
<b>authToken</b>	Authentication token used in the X-AUTH-TOKEN header in each subsequent call (string)
<b>partitionId</b>	Unique key used to reference the Alianza service provider partition. (string)

\* Additional name/values not listed

## EXAMPLE POST JSON

```
{
  "username" : "user@email.com",
  "password" : "thisISmyP4ssw0rd"
}
```

## EXAMPLE RESPONSE

The response includes details about this management user and an Auth Token to be used as X-AUTH-TOKEN in the header of subsequent requests.

```
{
  "authToken": "xRyqjCTfSK3t15W6aa61xg",
  "userId": "9sPet0RZ5mnniO271ojg",
  "userType": "User",
  "username": "user@email.com",
  "firstName": "User",
  "lastName": "Test",
  "partitionId": "asdk12387asdjhjkASD1",
  "partitionName": "TEST CUSTOMER",

  "permissions": {
    "Account": "DELETE",
    ...
  }
}
```

## CURL REQUEST

Here's an example of how to use this Auth Token as a cURL request:

```
curl --location --request POST
'https://api.alianza.com/v2/partition/asdk12387asdjkASD1/account'
--header 'Content-Type: application/json'
--header 'X-AUTH-TOKEN: xRyqjCTfSK3t15W6aa61xg'
--data-raw '{
    "partitionId": "asdk12387asdjkASD1",
    . . .
    .
}
'
```

# Specialty Lines via API

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The [Alianza REST API](#) web services are a powerful set of tools that can be used to create and control all aspects of the accounts on Alianza's cloud communications platform. Our service provider customers can take advantage of the API to integrate with the platform.

This document explains how to create, update, and delete a specialty line via the API. It assumes that:

- an account has already been created with Business Cloud (BCC) product,
- at least one telephone number is available on the account,
- you have both a partition ID and account ID available, and
- you have a valid Admin Portal username and password.

## About Specialty Lines

Managed Specialty Lines enables service providers to offer customers a fully managed, secure, redundant, reliable, digital cloud line without a cost- and time-prohibitive rip and replace. With carrier-grade cloud technology, service providers can easily convert analog lines to digital lines while lowering costs and enhancing reliability.

With Managed Specialty Lines, every hardline connection your customers have can now be replaced with a single, virtual solution.

## How Managed Specialty Lines Work

Managed Specialty Lines is, at its core, a simple VoIP service for analog devices. It does not have any users, call handling, or voicemail options. Lines are created in the Alianza

Admin Portal or via the API to generate SIP credentials, and then the device is provisioned manually on site.

Our integration partner Albion Ventures will work with the customer to schedule the site preparation and installation. The customer's analog devices are connected to a Sangoma ATA which has LTE and broadband connectivity for path diversity. Our device provisioning partner 10T Solutions manages and configures the Sangoma ATAs for this purpose.

Visit the [Alianza Help Center](#) for more information about Managed Specialty Lines.

## Authentication

To perform any operation with the Public API, an AuthToken must first be obtained by making a POST request to the Authorize end point and providing a valid Admin Portal username and password.

<b>POST</b>	<a href="https://api.alianza.com/v2/authorize">https://api.alianza.com/v2/authorize</a>
-------------	---

### EXAMPLE REQUEST

```
{  
  "username" : "user@email.com",  
  "password" : "thisISmyP4ssw0rd"  
}
```

### EXAMPLE RESPONSE

The response includes details about this user and an Auth Token to be used as X-AUTH-TOKEN in the header of subsequent requests.

```
{  
  "authToken": "xRyqjCTfSK3t15W6aa61xg",  
  "userId": "9sPet0RZ5mnni0271ojg",  
  "userType": "User",  
  "username": "user@email.com",  
  "firstName": "User",  
  "lastName": "Test",
```

```

"partitionId": "asdk12387asdjkASD1",
"partitionName": "TEST CUSTOMER",

"permissions": {
    "Account": "DELETE",
    ...
}
}

```

## CURL REQUEST

Here's an example of how to use this Auth Token as a cURL request:

```

curl --location --request POST
'https://api.alianza.com/v2/partition/asdk12387asdjkASD1/account'
--header 'Content-Type: application/json'
--header 'X-AUTH-TOKEN: xRyqjCTfSK3t15W6aa61xg'
--data-binary '{
    "partitionId": "asdk12387asdjkASD1",
    . . .
    .
}
'
```

## Add a Specialty Line

To add a new specialty line via the APIs, you need to at least have the following values available:

- At least one telephone number to be used for caller ID and/or E911 callback. See [Get Telephone Numbers](#) if you don't know a number on the account.
- Calling plan ID – See [Get Calling Plan IDs](#) on how to retrieve one.

The response returns the *id* field which contains the specialty line ID. This ID should be stored by your automation to be used for reference with subsequent API requests.

Include the optional objects if you want to configure a device to a specialty line in a single API call. When optional objects are included, this call will create a new specialty line with a device and SIP credentials configured. The response will include a *deviceID* which can be used to retrieve the device's registration status; see [Get Device Registration Status](#).

**POST**

```
https://api.alianza.com/v2/partition/{PARTITION_ID}/account/{ACCOUNT_ID}/specialty-line
```

OBJECT	DESCRIPTION
<b>name</b>	<b>Required.</b> The name of the specialty line for reference purposes.
<b>callerId</b>	<b>Required.</b> The phone number to be used for caller ID when calls are placed from this line.
<b>e911CallbackNumber</b>	<b>Required.</b> This is the phone number that will be used for E911 callback. It must be a phone number that is provisioned through the Alianza platform.
<b>callingPlanIds</b>	<b>Required.</b> The calling plan(s) to be used for this line. See Get Calling Plan IDs on how to retrieve one using the APIs.
<b>deviceType</b>	<b>Optional.</b> Specialty lines use Sangoma Vega 60 MTA devices that have been specially configured by 10T for this purpose. Choose one of the following values depending on your configuration: <ul style="list-style-type: none"> <li>• SIP_4_Port_MTA</li> <li>• SIP_8_Port_MTA</li> <li>• SIP_24_Port_MTA</li> <li>• SIP_50_Port_MTA</li> </ul>
<b>macAddress</b>	<b>Optional.</b> Enter the device's MAC address in either format: with colon : separators (ex. 34:7c:25:4f:57:ca), or no separators (ex. 347c254f57ca).
<b>portNumber</b>	<b>Optional.</b> Enter the physical port number the line is provisioned on (1 or a larger number).
<b>sipUsername and sipPassword</b>	<b>Optional.</b> Include these objects if you already have SIP credentials for the device. You must validate the SIP username beforehand to make sure the username you are going to configure for the device is available on Alianza Platform; see Validate SIP Username. When these objects are omitted, this call generates randomized SIP username and password for the device.

## EXAMPLE REQUEST

```
{
  "callerId": "12604683252",
  "callingPlanIds": [
    "sP1rd9ExT1-Ha2rOGm8CAA"
  ],
}
```

```

    "e911CallbackNumber": "12604683252",
    "name": "Intercom 4",
    "macAddress": "2C3EA4F2EA53",
    "portNumber": 5,
    "deviceType": "SIP_8_Port_MTA"
}

```

## EXAMPLE RESPONSE

```
{
  "id": "f37ca0e2-664a-4bcd-b8e1-f8fd69ecfbbe",
  "accountId": "3Bm3dSetR7qaDNNsZsKAnQ",
  "partitionId": "1",
  "name": "Intercom 4",
  "linkedPhoneNumbers": null,
  "callerId": "12604683252",
  "e911CallbackNumber": "12604683252",
  "callingPlanIds": [
    "sP1rd9ExT1-Ha2rOGm8CAA"
  ],
  "deviceType": "SIP_8_Port_MTA",
  "deviceId": "f37ca0e2-664a-4bcd-b8e1-f8fd69ecfbbe",
  "macAddress": "2c3ea4f2ea53",
  "portNumber": 5,
  "sipUsername": "SIP_USERNAME",
  "sipPassword": "SIP_PWD"
}
```

## Route Inbound Calls to a Specialty Line

For a specialty line to receive inbound calls from an external number, you'll need to "reference" or "route" a telephone number to a specialty line.

To do this:

1. First, you need a specialty line ID; do a GET on all lines in the account and locate the specialty line ID for the line you want to route calls to. See [Get Information About a Specialty Line](#).

```
{
  "id": "f37ca0e2-664a-4bcd-b8e1-f8fd69ecfbbae",
  "name": "Intercom 4",
  ....
```

2. Update a *telephoneNumber* object using either a PUT or a PATCH on the Telephone Number endpoint, and then, set the *referenceId* to the specialty line ID and *referenceType* to SPECIALTY\_LINE.
3. To do a PUT, first, GET the full object and change only the fields you want to change. Make sure to keep all the rest of the fields in the PUT request even though you are not changing them.
4. If you do a PATCH, include only the fields you are changing.

<b>PATCH</b>	<a href="https://api.alianza.com/v2/partition/{{PARTITION_ID}}/account/{{ACCOUNT_ID}}/telephonenumber/{{TELEPHONE_NUMBER}}">https://api.alianza.com/v2/partition/{{PARTITION_ID}}/account/{{ACCOUNT_ID}}/telephonenumber/{{TELEPHONE_NUMBER}}</a>
--------------	---

## EXAMPLE PATCH REQUEST

```
{
  "referenceId": "f37ca0e2-664a-4bcd-b8e1-f8fd69ecfbbae",
  "referenceType": "SPECIALTY_LINE"
}
```

## EXAMPLE RESPONSE

```
{
  "phoneNumber": "12604683252",
  "referenceType": "SPECIALTY_LINE",
  "referenceId": "f37ca0e2-664a-4bcd-b8e1-f8fd69ecfbbae",
  "functionType": "ELS",
  "servicePackageType": "PrimaryLocalAndDomesticLDFlatRate",
  "accountId": "3Bm3dSetR7qaDNNsZsKAnQ",
  "partitionId": "1",
  "customerServiceRecord": {...},
  "carrierStatus": "ACTIVE",
  "directoryListing": {...},
  "assignAsCallerId": false,
  "id": "12604683252",
  "tollFree": false
}
```

```
}
```

## Validate SIP Username

Before you provision a SIP username to a device, you must validate that the username is unique on the Alianza Platform. When it returns code 200=true, the SIP username is available for use.

**POST**
`https://api.alianza.com/v2/rpc/specialty-line/validate-sip-username`

### EXAMPLE REQUEST

```
{
  "username" : "enduser@email.com"
}
```

## Get Information About a Specialty Line

You can get information on **all** specialty lines in an account, or just on a specific line.

### ON ALL LINES ON AN ACCOUNT

**GET**
`https://api.alianza.com/v2/partition/{{PARTITION\_ID}}/account/{{ACCOUNT\_ID}}/specialty-line`

This will return an array of *specialtyLine* objects under the specified account.

### ON A SPECIFIC LINE

**GET**
`https://api.alianza.com/v2/partition/{{PARTITION\_ID}}/account/{{ACCOUNT\_ID}}/specialty-line/{{LINE\_ID}}`

This will return a single *specialtyLine* object that matches the specialty line ID.

## Update a Specialty Line

If a specialty line needs to be updated, use a PUT to modify it.

First, GET the full *specialtyLine* object and change only the fields you wish to change. Make sure to keep all the rest of the fields in the PUT request even though you are not changing them.

**GET/PUT**

```
https://api.alianza.com/v2/partition/{{PARTITION_ID}}/account/{{ACCOUNT_ID}}/specialty-line/{{LINE_ID}}
```

## EXAMPLE GET RESPONSE/PUT REQUEST BODY

```
{
  "id": "f37ca0e2-664a-4bcd-b8e1-f8fd69ecfbae",
  "accountId": "3Bm3dSetR7qaDNNsZsKAnQ",
  "partitionId": "1",
  "name": "Intercom 4",
  "linkedPhoneNumbers": null,
  "callerId": "12604683252",
  "e911CallbackNumber": "12604683252",
  "callingPlanIds": [
    "sP1rd9ExT1-Ha2rOGm8CAA"
  ],
  "deviceType": "SIP_8_Port_MTA",
  "deviceId": "f37ca0e2-664a-4bcd-b8e1-f8fd69ecfbae",
  "macAddress": "2c3ea4f2ea53",
  "portNumber": 5,
  "sipUsername": "SIP_USERNAME",
  "sipPassword": "SIP_PWD"
}
```

The `linkedPhoneNumbers` field can be changed by calling the `telephoneNumber` endpoint. See Route Inbound Calls to a Specialty Line.

## Delete a Specialty Line

To delete a specialty line from an account, call the following endpoint:

**DELETE**

```
https://api.alianza.com/v2/partition/{{PARTITION_ID}}/account/{{ACCOUNT_ID}}/specialty-line/{{LINE_ID}}
```

Code 204 indicates Line deleted successfully.

# Reference

## Get Telephone Numbers

If you don't know a telephone number on the account, query a list of what is currently on an account using a GET request.

**GET**

```
https://api.alianza.com/v2/partition/{{PARTITION_ID}}/account/{{ACCOUNT_ID}}/telephonenumer
```

This will return an array of *telephoneNumber* objects. Choose a number from this list to assign to a specialty line. You'll need the 11-digit number from the response for subsequent requests.

### EXAMPLE RESPONSE

```
[  
  {  
    "phoneNumber": "18015551212",  
    "functionType": "ELS",  
    "servicePackageType": "Usage",  
    "accountId": "oWUgHknjS52mrdsfFDtKvg",  
    "partitionId": "1",  
    "customerServiceRecord": {...},  
    "carrierStatus": "ACTIVE",  
    "orderVersion": "XyT9yabTQnKoiJjaTAcZug",  
    "directoryListing": {...},  
    "id": "18015551212",  
    "tollFree": false  
  }  
]
```

# Get Calling Plan IDs

If you don't know a calling plan ID on the account, query a list of what is currently on a partition using a GET request.

<b>GET</b>	<a href="https://api.alianza.com/v2/partition/{{PARTITION_ID}}/callingplanproduct">https://api.alianza.com/v2/partition/{{PARTITION_ID}}/callingplanproduct</a>
------------	---

This will return an array of *calling plan* objects. Choose one from this list to assign to a specialty line. You'll need the value for the **id** field.

## EXAMPLE RESPONSE

```
[  
  {  
    "id": "sP1rd9ExT1-Ha2rOGm8CAA",  
    "name": "testcallingplan",  
    "planMinutes": 10000,  
    "unlimitedDisplay": false,  
    "allowOverage": false,  
    "preventForwarding": true,  
    "defaultPlan": false,  
    "callRateFor411": 0,  
    "allow411": false,  
    "rateTypeFor411": "PER_CALL",  
    "callRateForOperator": 0,  
    "allowOperator": false,  
    "rateTypeForOperator": "PER_CALL",  
    "partitionId": "1",  
    "allowUnlimitedLocal": false,  
    "rateIntraPartitionAsFree": false  
  }  
]
```

# Get a Device Registration Status

Call the following endpoint to get the registration status of a device configured for a specialty line. You need to have the *deviceID* ready, which can be retrieved using GET on specialty line endpoint; see Get Information About a Specialty Line.

```
{  
...  
    "deviceType": "SIP_8_Port_MTA",  
    "deviceId": "f37ca0e2-664a-4bcd-b8e1-f8fd69ecfbbe",  
    "macAddress": "2c3ea4f2ea53",  
    "portNumber": 5,  
....
```

<b>GET</b>	<code>https://api.alianza.com/v2/partition/{{PARTITION_ID}}/account/{{ACCOUNT_ID}}/deviceline/{{DEVICE_ID}}/registrationstatus</code>
------------	---

## EXAMPLE RESPONSE

```
{  
    "registered": true  
}
```



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